



ROYAL MAIL HOTEL  
DUNKELD

## **Pet Stays Policy - Royal Mail Hotel (Mt Sturgeon Cottages)**

*From February 2026*

We welcome well-behaved dogs to stay with us and are pleased to offer a considered pet-friendly experience. Our Mt Sturgeon Cottage & Homestead accommodation is allocated to pet stays. Pets are not permitted at Royal Mail Hotel accommodation. To ensure the comfort, safety and enjoyment of all guests, staff and animals, the following policy applies to all stays with dogs.

By confirming a booking with a dog, guests agree to comply fully with this policy.

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### **1. Eligibility and Limits**

- Only dogs under **25kg** are permitted
- A maximum of **one dog per cottage**
- Dogs must be fully house trained, healthy and well socialised

The hotel reserves the right to adjust or decline reservations where required to maintain guest comfort and safety.

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### **2. Behaviour and Supervision**

- Dogs must be **leashed or in a suitable carrier** in all public areas. This is particularly important at the Mt Sturgeon Farm property, as stock and native wildlife are likely to
- Dogs must be **always accompanied and under control**
- Dogs must **not be left unattended** in cottages or anywhere on the property

Any dog displaying aggressive, disruptive or unsafe behaviour may be required to leave the property immediately.

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### **3. Areas Where Dogs Are Permitted**

- Mt Sturgeon Cottages (as allocated), leashed while outside

- Royal Mail Hotel outdoor courtyard and terrace dining areas only, while leashed or in a carrier
  - Walking tracks (not inside the Grampians National Park)
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#### 4. Restricted Areas

For hygiene, safety and regulatory reasons, dogs are **not permitted** in the following areas, with the exception of registered service dogs:

- Indoor food and beverage venues including Wickens and Parker St Project restaurants, Annexe Lounge and Wine Bar
- Pool and outdoor wellness suite
- Cellar, kitchen garden facilities
- Conservation enclosures

Please note that **dogs are not permitted within the fenced 95 hectare bio-security sanctuary at Mt Sturgeon farm property, or in the neighbouring Grampians (Gariwerd) National Park.**

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#### 5. In-Room Guidelines

- Dogs must sleep on the **provided pet bed**, not on guest beds or furniture
  - Provided pet beds, bowls and items including containers, must **remain in the cottage upon departure**. A replacement fee will be charged if these items are removed
  - Cleaning or damage may incur additional charges
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#### 6. Guest Responsibilities

Guests travelling with dogs are responsible for:

- Taking dogs outside the property for regular bathroom breaks
- Cleaning up after their dog immediately and disposing of waste responsibly
- Ensuring dogs do not disturb other guests or staff
- Ensuring dogs do not interfere with wildlife

Guests are financially responsible for **any damage, excessive cleaning, injury or loss** caused by their dog to the property, other guests or team members.

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## 7. Health, Safety and Welfare

Dogs showing signs of illness, distress or unfriendly behaviour must be removed from the property immediately.

Royal Mail Hotel accepts **no responsibility or liability** for injury, illness, loss or damage to dogs while on the property.

*Note: Parks Victoria operates a coordinated and systemic fox control program which includes baiting. Foxes have been known to cache (store) baits on neighbouring properties. **We remind guests to not allow dogs to eat anything found outside.***

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## 8. Royal Mail Pet Package

Guests booking a dog-friendly stay receive our **Royal Mail Pet Package**, which includes:

- A comfortable pet bed
  - Food and water bowl
  - Quality pet treats
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### A final note

We love welcoming dogs as part of the Royal Mail experience and appreciate your support in helping us maintain a calm, refined and safe environment for guests, staff and native wildlife. If you have questions before booking, our team is always happy to help.