

# HYATT CENTRIC™

VICTORIA HARBOUR  
HONG KONG



**Q: How many dogs are allowed ? Any additional charge ?**

A: The Dogcation package includes 1 dog while a maximum of 2 dogs is allowed in each room. The second dog charge is at HK\$299 + 10% per room per night. Please contact reservation at [hkgct.reservations@hyatt.com](mailto:hkgct.reservations@hyatt.com) or Whatsapp us at +852 5720 2993.

**Q: How can I add the second dog to the booking ?**

A: Once the booking is confirmed via Hyatt.com, guests can contact us via Whatsapp at +852 5720 2993.

**Q: What are facilities that dogs can access in the hotel ?**

A: Public area, terrace of The Farmhouse and The Farmhouse Deli. Dogs are not allowed to access all facilities on 23/F East Tower (including gym, swimming pool, changing room, sauna & steam rooms), both indoor & outdoor area of Cruise Restaurant & Bar on 23/F West Tower, indoor area of The Farmhouse and Club lounge area on 22/F.

**Q: Does the package include buffet at The Farmhouse? If not, any discount and how can I book?**

A: The Dogcation package only includes room accommodation for 2 adults and 1 dog with access to our 3/F Upper Farm Dog Playground. It does not include any breakfast. Once the booking is confirmed via Hyatt.com, guests can send us an email at [hkgct@thefarmhouse@hyatt.com](mailto:hkgct@thefarmhouse@hyatt.com) or Whatsapp us at +852 5720 2993 if they wish to book our buffet. The outdoor terrace of The Farmhouse welcomes guests to bring their dog, you may enjoy a 30% discount on lunch or dinner buffet and a 50% discount on the breakfast buffet.

**Q: Can the friends of the in-house guest also bring their dog to the room or enjoy buffet together at The Farmhouse ?**

A: Only guests who booked the Dogcation package can bring their dog for accommodation. Non-staying guests are also welcome to bring their dog to enjoy the buffet on the terrace of The Farmhouse. Guests can also purchase dog foods at The Farmhouse Deli and enjoy on the terrace of The Farmhouse.

**Q: Any charge if my dog urinates or defecates (pee or poop) on the floor ?**

A: The parents are responsible for cleaning up after their dog(s). A cleaning fee will only be charged when it happens on the bed instead of on the floor. Other damages in the rooms (if any) will be charged to the guests accordingly.

**Q: Is parking included in the package? How much is the overnight parking ?**

A: Parking is not included in the package. The hotel's adjoining mall - Harbour North has an Exclusive Offer for our Dogcation guests. A 24 hrs free parking pass will be given when you spend more than HK\$1,500 (Mon - Fri) and HK\$2,500 (Sat, Sun & PHs) in the mall by electronic payment. Please contact us for more details. (T&Cs apply) Alternatively, parking is available at Wilson Parking on B1/F in hotel West Tower with additional charges.

## 你問我答

### 問：最多可以帶多少隻毛孩入住？會有額外收費嗎？

答：「毛孩放電假期住宿體驗」套餐可讓客人攜同一隻毛孩入住。每間房最多可帶2隻毛孩入住，第二隻需額外付港幣 \$299 (另加一服務費) 一晚。請電郵至 [hkgct.reservations@hyatt.com](mailto:hkgct.reservations@hyatt.com) 或 Whatsapp +852 5720 2993 與訂房部聯絡。

### 問：訂房時如何登記第二隻毛孩？

答：當 Hyatt.com 通知你訂房成功了，你可直接 Whatsapp +852 5720 2993 與我們聯絡。

### 問：毛孩可以去酒店什麼地方？

答：毛孩可以去酒店的公共區域、The Farmhouse 咖啡廳的室外用餐位置及 The Farmhouse Deli 餅店。不可進入東座 23 樓 (包括：健身房、游泳池、更衣室、蒸氣室及桑拿室)、西座 23 樓的空中餐廳及酒吧 (室內及室外)、The Farmhouse 咖啡廳的室內區域及西座 22 樓的維港軒。

### 問：「毛孩放電假期住宿體驗」包括 The Farmhouse 咖啡廳的自助餐嗎？如沒有，有否優惠及如何預訂？

答：「毛孩放電假期住宿體驗」包括 2 位客人與1隻狗入住標準大床客房 / 標準雙床客房一晚，並可進入位於酒店西座 3 樓的 Upper Farm 毛孩放電草地，但並不包含 The Farmhouse 咖啡廳的自助餐。當 Hyatt.com 通知你訂房成功了，你可直接 Whatsapp +852 5720 2993 與我們聯絡預訂 The Farmhouse 咖啡廳的自助餐。「毛孩放電假期住宿體驗」客人可使用 The Farmhouse 咖啡廳的戶外區域。預訂自助午餐及晚餐有7折優惠，自助早餐則有半價優惠。

### 問：預訂了其他住宿計劃的客人可否帶狗狗入住？又可否帶同狗狗於 The Farmhouse 咖啡廳享用自助餐？

答：只有訂了「毛孩放電假期住宿體驗」的客人可以帶狗狗入住。其他非住客亦可帶狗狗一同到 The Farmhouse 咖啡廳的戶外陽台享用自助餐，客人亦可到 The Farmhouse Deli 餅店購買狗狗食品帶狗狗到 The Farmhouse 咖啡廳的戶外陽台用餐。

### 問：如果毛孩在房間地上便溺會需要額外收費嗎？

答：如毛孩在地上便溺，主人只需要在毛孩便溺後幫他們清潔好。狗狗便溺於床上或房間有其他損毀將收取額外費用。

### 問：「毛孩放電假期住宿體驗」包括免費泊車嗎？過夜泊車收費多少？

答：「毛孩放電假期住宿體驗」並不包括免費泊車。但與酒店毗鄰的北角匯商場為「毛孩放電假期住宿體驗」的客人提供獨家泊車優惠，在北角匯以電子貨幣消費滿港幣\$1,500 (星期一至五) 及港幣\$2,500 (星期六、日及公眾假期)。與酒店毗鄰的北角匯商場為「毛孩放電假期住宿體驗」的客人提供獨家泊車優惠，在北角匯以電子貨幣消費滿港幣\$1,500 (星期一至五，公眾假期除外) 及港幣\$2,500 (星期六、日及公眾假期)，即可享有 24 小時免費泊車。客人也可以額外付費使用位於酒店 B1 樓層的威信停車場。