

## Welcome to Café@WM - to our furry friends and their humans!

To ensure a safe, hygienic and enjoyable buffet experience for every guest and every furry friend, Café@WM follows the requirements of the Food and Environmental Hygiene Department (FEHD) for permitted food premises and has set out the following cat & dog friendly guidelines for cat & dog parents. We sincerely appreciate your kind cooperation.

**As cat & dog friendly seating is limited, we strongly recommend that all guests bringing cats & dogs make an advance reservation** and inform us at the time of booking that you will be dining with cats or dogs, so that we can arrange a suitable cat & dog friendly table for you. Please note that bookings with cats or dogs **must be made directly with the hotel** and are not available through third party platforms.

Café@WM currently offers **limited indoor cat & dog friendly tables**, and **all outdoor tables** are also open to guests dining with their cats and dogs. If you are staying with us on a **Woofcation or Meowcation room package**, we kindly recommend **reserving your dining arrangements at the same time as your accommodation**. We will do our very best to prioritize indoor cat & dog friendly seating for our in-house guests, so that you can savor your meal in an even more comfortable setting.

### 1. Designated areas only

- Guests seating with cats & dogs can be seated **only at the designated indoor cat & dog friendly tables**, and at **all outdoor tables** within our outdoor seating area.
- To safeguard the hygiene and safety of the buffet area, cats & dogs must not enter or pass through buffet lines or salad bars, and should not remain within 1.5 metres of any open food display. We thank pet parents for keeping a close eye on their cats & dogs around these areas.

### 2. Number and type of cats & dogs

- In view of buffet operations and guest flow, buffet diners must have **at least two adult guests** in order to bring cats & dogs; for indoor seating, **each pair of adults may bring up to two cats or dogs**.
- To ensure that our indoor cat & dog friendly area remains comfortable, **indoor seating is for cats & dogs weighing up to 15 kg and with shoulder height up to 40 cm**. Our team will assist with a size check at the entrance and recommend the most suitable seating option for you and your cat or dog. If your cat or dog is above this guideline, we will warmly invite you to enjoy our outdoor seating instead, so that everyone can have an equally pleasant dining experience.
- The total number of cats and dogs allowed in the restaurant will be adjusted according to real-time occupancy, usage of the indoor cat & dog friendly tables and overall safety considerations. Once capacity is reached, we may need to courteously decline additional cats & dogs, offer outdoor venue seating if available or suggest alternative dining times, to ensure a pleasant experience for all guests.
- Dogs classified as fighting or dangerous dogs under Hong Kong law **are not allowed to enter food premises and will not be admitted to this hotel under any circumstances**. We kindly ask pet parents to take note of these regulations in advance.

### 3. Leash and seating arrangement

- To maintain a clean and hygienic indoor environment, cats & dogs staying indoors are **required to wear a diaper**.
- When dining indoors, we **recommend that cats & dogs either sit comfortably in a pet stroller or rest on the floor**. Pet parents are welcome to choose the option that best suits their cat's & dog's temperament and needs.
- For the safety of all guests and pets, dogs must be kept on **a leash no longer than 1 meter** at all times, held securely by an adult whether indoors or outdoors and cats must remain inside a secured pet carrier at all times. We kindly ask cat & dog parents to remain attentive to their cats & dogs' movements.
- Cats & dogs must **remain off tables and chairs** at all times and should not stand or sit on dining tables, nor touch buffet equipment, human tableware or food. We appreciate your thoughtfulness and cooperation in observing these arrangements.

### 4. Food, bowls and heating

- In accordance with the relevant regulations, the restaurant **will not cook, prepare, heat or re-heat cat and dog food**, including using hot water or microwave ovens. We kindly ask pet parents to arrange appropriate food for their cats & dogs in advance, so as not to affect the dining flow, cats & dogs may use disposable or pet-specific tableware, or you are welcome to bring your own; we are pleased to provide disposable containers where appropriate and available at **HK\$ 2 per set**.

## 5. Hygiene, accidents and behaviour

- If a cat or dog urinates or defecates on the premises, we respectfully ask guests to **immediately clean up after their cat or dog, and dispose of the waste in the designated outdoor bins by informing Café@WM staff** at once, so that further cleaning and disinfection can be carried out in line with FEHD guidelines. In such cases, **a cleaning fee of HK\$500 net per incident** will be applied. We appreciate your understanding and consideration.
- If a cat or dog displays aggressive behaviour, continuous barking or causes disturbance or safety concerns, the restaurant reserves the right to **refuse entry, re-seat the party to the outdoor area, or politely ask the party to conclude their visit earlier**, to maintain a comfortable dining environment for all.
- Any damage to restaurant fixtures, furniture or equipment caused by a cat or dog will be charged **based on the current market cost** of repair or replacement of the affected item(s), together with any associated service and logistics charges. We kindly ask pet parents to supervise their dogs carefully to minimize the risk of accidents.

By entering Café@WM with a cat and dog, you acknowledge and agree to comply with the above guidelines and to follow the instructions of our team.

We sincerely thank you for your cooperation and courtesy, which help us provide a safe, refined and enjoyable dining experience for every guest - and every cherished furry companion.