

VivoCity Pet Policy

VivoCity is pet-friendly mall, and we are delighted to welcome you and your furry companions! To ensure a safe, comfortable and enjoyable experience for all shoppers, pet owners are kindly requested to observe the following guidelines when visiting the mall with their pets.

GENERAL GUIDELINES (MALL-WIDE)

To maintain a pleasant and safe environment for everyone:

When indoors:

- Pets must be hand-carried, placed in a pet carrier, or secured in a pet-stroller at all times.
- For open-top prams, wagons, or trolleys, pets must be leashed or securely restrained to prevent sudden movement or unintentional exit.

When in Outdoor Common Areas (Plaza / Sky Park)

- Pets must be leashed at all times.

F&B Outlets

Only selected F&B outlets licensed as pet-friendly may allow pets within their premises. These outlets comply with relevant hygiene and safety regulations set by the authorities. Please check directly with individual outlets for their specific pet policies before entry.

VISITING THE PET SAFARI (LEVEL 3, LOBBY F & LOBBY H)

To ensure safe and smooth access for pets of different sizes, please follow the guidelines below:

Small Pets:

- Must be hand-carried or placed in a carrier or stroller at all times.
- May access The Pet Safari via escalators (when hand-carried), Lobby F or lifts to Level 3, Lobby H.

Big Pets:

To maintain safety and ease of movement within the mall:

1. Park or drop off at B1 Carpark, Lobby H.
2. Use the dedicated Pet Lift at Lobby H, up to The Pet Safari on Level 3.

PET RELIEF AREA (DESIGNATED ZONE) (LEVEL 3, SKY PARK)

To support responsible pet ownership, VivoCity has a designated **Pet Relief Area** available for pet owners. Pet owners are encouraged to bring their pets to this zone for proper waste disposal before continuing their visit.

Please ensure:

- Pet waste is disposed of responsibly using the bins provided.
- The area is kept clean for the next user.
- Pets remain leashed or in carriers when travelling to and from the relief zone.

This helps us maintain a clean and comfortable environment for all mall visitors.

ADDITIONAL INFORMATION

- A dedicated pet lift is available for your convenience.
- Pet owners are fully responsible for the behaviour, safety and hygiene of their pets at all times.
- Please ensure pets remain calm and well-behaved without causing disturbance to other shoppers.
- Please keep walkways clear and unobstructed in consideration of the shared public environment.

Disclaimer:

VivoCity welcomes pets in accordance with the guidelines outlined above. Pet owners remain fully responsible for the supervision, behaviour, safety and hygiene of their pets at all times. VivoCity reserves the right to request the removal of any pet that poses a safety concern or causes significant inconvenience within the mall, in the interest of maintaining a safe and pleasant environment for all visitors.