

## THE PIG



# Service Dog House Rules

Under the Equality Act 2010, assistance dogs (commonly referred to as service dogs) are recognised as essential aids for certain guests. As such, they are welcome at our hotels without restriction, subject only to the limited exceptions set out below.

### Access to Hotel Areas

Assistance dogs are not treated as pets and are legally permitted to accompany their handler in all areas of the hotel where the public or guests are normally allowed. This includes any bedrooms (not just the dog-friendly ones) and areas signposted “No Dogs” (where such signage exists for pets).

**Exception:** Access may only be restricted in rare cases where the presence of a service dog would create a genuine, serious health and safety risk that cannot be reasonably mitigated. Any such restriction will be assessed on a case-by-case basis.

### Charges and Fees

No upfront or additional fee will be charged for the presence of a registered or recognised service dog.

However, the guest remains fully liable for any damage caused by the dog to hotel property or furnishings, in line with standard guest liability policies.

Deep cleaning	Additional cleaning costs may be charged where a dog causes soiling or requires specialist cleaning beyond standard housekeeping levels. Charges will reflect actual costs reasonably incurred.
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Damage to upholstery or soft furnishings	Guests are responsible for any damage caused by their dog. Charges will be based on the reasonable cost of repair or replacement of affected items, along with any reasonable administrative costs incurred.
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*\*Our furniture and furnishings are not standardised across our rooms so charges may vary depending on the item being replaced.*

### Behaviour and Control

Service dogs must:

- Be trained, calm, and well-behaved.
- Remain under control at all times (on lead or harness unless specific working tasks require otherwise).
- Not be left unattended in hotel rooms or public areas unless agreed as part of the dog’s working requirements or necessary reasonable adjustments.

The hotel reserves the right to address any situation where a dog is disruptive or poses a genuine nuisance to other guests or staff.

Please be aware: We have livestock, poultry and wildlife in the gardens and grounds.

We do not permit dog breeds that are prohibited under the Dangerous Dogs Act 1991 on our premises.

### Cleanliness and Hygiene

We kindly ask that all handlers:

- Clean up after their dog immediately. Waste bins can be found in the car park and around the grounds – our team will be happy to show you where they’re located.

- Use outside hoses and towels for muddy paws (and boots!) we'd be happy to show you where these are.
- Ensure appropriate hygiene standards are maintained in all hotel spaces.

### **Identification and Recognition**

While we recommend that service dogs wear identification (such as a vest, harness badge, or lead tag) to help avoid confusion among other guests and staff, this is not a strict requirement.

Hotel staff may make reasonable enquiries where necessary to understand the dog's role, but will not request proof of certification.

### **Respect for Other Guests**

We ask all handlers to be mindful of other guests, particularly those with allergies, fears of dogs, or cultural sensitivities.

We aim to balance accessibility for assistance dog users with comfort for all guests through respectful coexistence.

### **Staying with Your Dog**

- We will provide bowls and a dog blanket in the room.
- We recommend bringing your dog's bedding with you, the familiarity of something from home will help them to settle in.
- Guests are kindly requested to prevent dogs from using furniture or beds wherever possible. Where this is not reasonably possible due to the working nature of an assistance dog, protective coverings should be used where available or requested from reception.
- We expect dogs to be reliably house trained. If there are any "accidents" in the room, please let us know immediately so that appropriate cleaning arrangements can be made.
- Where possible, we ask handlers to inform us if a female dog is in season so that appropriate arrangements can be considered to minimise disruption or safety concerns for other dogs and guests.

**Our hotel is committed to ensuring equal access while maintaining comfort, safety, and cleanliness for all guests.**