



Policy Statement: Guest Pets and Assistance Dogs

Introduction

Revitalise always seeks to provide high quality short breaks and holidays for all our guests, that successfully combine a unique hospitality service with personalised care and support.

As a hotel environment, we must meet the hospitality needs of a wide range of guests and their companions and we **do not generally** permit household pets on our premises.

Assistance dogs are an exception to this. We understand the needs of many disabled people for assistance dogs to secure greater confidence and independence in their daily lives, and we recognise our responsibilities under the Equality Act 2010 and Disability Discrimination act 1995 (Northern Ireland).

In the interests of all our guests and our Revitalise colleagues, we have set out the principles and arrangements required to welcome and host assistance dogs within our centres and to ensure the safety of all guests and Revitalise colleagues.

Principles

This policy statement sets out the principles and conditions for assistance dogs to accompany and support guests within Revitalise holiday centres.

- Revitalise endorses the importance of assistance dogs to enhance the safety and well-being of its guests.
- Revitalise does not accept responsibility for care of assistance dogs during the guest's stay to include daily exercise, disposal of foul waste or grooming.
- Where assistance from our team is required for dog walking, an additional daily fee of £10 is charged.
- Guests are responsible for the provision of food for their assistance dog.
- Information about the guest's assistance dog will be gathered as part of the pre-assessment process.
- Revitalise will seek assurance that assistance dogs have been suitably trained.
- Revitalise will seek assurance that assistance dogs have received all required vaccinations and worming/flea/tick requirements.
- Revitalise will seek assurance that assistance dog owners have the necessary animal insurance.
- Assistance dogs should display a visible sign on their harness.
- Guests must ensure that assistance dogs are kept on leads at all times in communal areas
- We do not encourage the presence of dogs in the restaurant but recognise that the assistance requirements of the guest may make this necessary.
- Guests are asked to be sensitive to other guests who may be nervous of dogs or have an allergic reaction.
- Guests will be responsible to pay for any damage or soiling to property or furnishings caused by their assistance dog.

Procedure

- The trusted assessor will gather all relevant information on the assistance dog during the pre-assessment process.
- Guests should where possible provide training certificates if these have been issued by a recognised training provider, e.g. Assistance Dogs UK (ADUK)

Revitalise

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