

# Dog Policy

**We are pleased to welcome you and your pet as our guest at The Grove. As a service to you, we have outlined a few simple guidelines that will help ensure the safety of your pet and our other guests whilst visiting our hotel.**

- The hotel is prepared to accommodate your pet in the room provided that your pet is less than 30kg and is fully house trained.
- The rooms that can accommodate your pet are located on the ground floor of the West Wing and are Deluxe and Superior bedrooms.
- A charge of £50.00 per dog per stay will be added to your bedroom account.
- In your room you will find a box with a toy, a mitt and a towel to use on your pet's paws after his/her walk before entering the hotel, and some bio-degradable poop bags which can be deposited in the outside rubbish bins. A bed has been provided for your pet's comfort and a dog bowl for dinner time.
- Your pet must be kept on a short leash at all times in the hotel and when walking your dog in the gardens or on the wider estate. In the months from March to June please be mindful of the ground-nesting birds in our wildlife areas. Please also refrain from using the golf course and the Walled Garden for walking purposes. Ask for a copy of our Trail Maps to highlight suitable walking routes on the estate.
- Your pet should be appropriately restrained by you and it is your responsibility to ensure that your pet complies with local legislation requirements as defined in DEFRA Animal Welfare Policy (Control of Dogs).
- In order to comply with Health and Safety legislation your pet is not permitted in any food and beverage areas or Sequoia spa. Your pet is allowed in The Glasshouse Bar and The Stables Bar, as well as on the bar terraces, seasonally.
- If you require a pet-sitter or pet supplies, please contact the hotel at least 48 hours in advance to avoid disappointment.
- The Grove's employees are not able to enter the room to perform their duties unless either you or a pet-sitter is present. Please contact Housekeeping to arrange for a convenient time for servicing your room. You are responsible for any property damage and personal injuries resulting from your pet. Please hang the provided door hanger on the outside of your bedroom door to alert the team that your dog is in the room unattended.
- Any disturbances such as barking must be curtailed to ensure that other guests are not inconvenienced.

You are responsible for any property damage and personal injuries resulting from your pet. You must further agree to indemnify and hold harmless the hotel, its owners and its operators from all liability and damage suffered as a result of your pet. The hotel reserves the right to charge your account an amount commensurate to the cost of such property damage, additional cleaning and any noise complaints. You will need to provide a valid credit card on arrival as part of your check-in/pre-authorisation process. A room inspection will be conducted prior to your departure by our Housekeeping/Guest Services team and we invite you to attend this inspection. Should a charge be made, you agree that you will not dispute the charges posted to your credit card. Please be aware that these policies are stated to protect both parties, and are in no way a reflection on our desire to host you and your pet.

**Should you have any queries please do not hesitate to contact the Guest Services Manager during your stay. Please sign below to confirm your agreement of the above. If we do not receive the signed copy of this document, we reserve the right to refuse entry of your pet.**

Yours sincerely,

Sally Humphrey

Front of House Manager

**Guest Signature:** .....

**Guest Printed Name:** .....

**Date:** ...../...../.....