

# DOG POLICY

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

- The hotel is prepared to accommodate your dog in the room provided that your dog is less than 30kg and is fully house-trained.
- The rooms that can accommodate your dog are located on the ground floor of the West Wing and are Deluxe Room with a partial garden view & Deluxe Room with a Garden view.
- 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 mitt and a towel to use on your dog'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 comfort and a dog bowl for dinner time.
- Your dog must be kept on a short leash at all times in the hotel and when walking 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 for walking purposes. Ask for a copy of our Trail Maps to highlight suitable walking routes on the estate.
- Dogs are permitted in The Walled Garden, including beyond the gate into the pool area. Dogs must be kept on a leash at all times, they must not enter the pool itself or the beach area. Should any dogs be misbehaving, guests will be politely asked to leave with their dog.
- Your dog should be appropriately restrained by you and it is your responsibility to ensure that your dog 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 dog is not permitted in any food and beverage areas or Sequoia spa. Your dog is allowed in The Glasshouse bar, The Stables bar, the Lounges as well as on the bar terraces, seasonally.
- If your dog is in your room, The Grove's employees are not able to enter to perform their duties unless you are present. Please contact Housekeeping to arrange for a convenient time for servicing your room. 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.

## Support Dogs Statement

We understand that some individuals rely on support dogs and we are happy to accommodate this need. If you need to bring a support dog with you, we kindly ask that appropriate proof is provided in advance or upon request. For everyone's comfort and safety, the dog must remain with you and under your control at all times while on the premises.

You are responsible for any property damage and personal injuries resulting from your dog. 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 dog. 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 of our desire to host you and your dog.

**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,

Nazim Zemirli

Front of House Manager

Guest Signature: .....

Guest Printed Name: .....

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