



## Welcome Pets!

**Taking pets away when enjoying a break in England is an increasing trend. Nearly two million dog owners and around one million cat owners take their pets away when enjoying a break away from home.**

In response to customers who do not wish to be parted from their pets, the Welcome Pets! Scheme will give pet owners (dog, cat or bird owners) the confidence that they are booking quality accommodation that meets their and their pet's particular needs. Simple criteria have been developed which consider the specific requirements of owners and their pets.

The following criteria apply to tourism businesses offering accommodation for guests that bring dogs, cats and/or small birds.

### Facilities and Services

- A water bowl and food bowl available on request for the sole use of each pet accommodated (1)
- Where animals are permitted to eat in bedrooms\* a protective feeding mat to be provided
- Torch and nightlights to be available on request
- Access to refrigeration facilities on request
- Where dogs and cats are accepted, one of the following facilities to be available on request: Toys, Chews/treats (can be chargeable), Bedding (can be chargeable), Spare leads
- Cats: A litter tray, litter, scoop and disposal bags to be provided. Suitable disposal facilities to be provided e.g. lidded bin
- Dogs: A scoop and disposal bags to be provided. Where dogs are permitted access to grounds, a dedicated bin for waste disposal to be provided
- Signage to alert staff and other guests to the presence of pets in bedrooms\*. Method of indicating whether staff can access the bedroom e.g. a notice 'Pet inside – do not enter', 'Pet inside – safe to enter' (not self catering unless others have access to the units)
- In serviced accommodation, where possible, rooms to be located on ground floor or close to external access
- Pre buying of food for pets service available (can be chargeable). Information available on costs prior to arrival
- Pet washing facilities available, including bucket, hose and towel
- Storage space provided for animal transportation crate/ cage brought by owners
- Following each departure, all areas used by pets to be cleaned thoroughly to remove any evidence of them (including odours)

### Safety and Security

- Where hazards exist for pets, safety equipment is to be provided and/or procedures in place
- Where kennels are provided adequate security to be provided to limit access from non-residents. Owners to have 24 hour access as required
- Where dogs have free access to garden areas, suitable fencing should be provided

### Information Provision

- The following information to be communicated at time of booking and actively promoted in brochure and on website:
  - Any restrictions on the type and size of pet accepted
  - Any additional charges for accommodating pets and what these charges include
  - Clearly state any damage/breakage policy
- The following information to be displayed at a central easily accessible information point or in the bedroom\*
  - Details (including opening times, directions and out of hours contact details) of local vet, local pet shop and local pet food supplier (can be a local supermarket)
  - Selection of local walks suitable for pet walking by owners of all ages (e.g. on the flat, local park, hill walking)
  - Tourist information where pets are accepted, e.g. attractions, pubs, restaurants, recreation, to include distances from accommodation and other relevant information e.g. pet size restrictions, opening times, directions
  - Details of local events.
  - Nearest Tourist Information Centre with directions and contact telephone number
  - Local transport networks, contact details and their pet acceptance policy
  - Details of any pet sitting or walking services in the local area
- If pet owners are expected to provide protective throws for furniture then this needs to be made clear at the time of booking
- Clearly state any in-house policy, e.g. no pets in dining room, pets to be kept on a lead in garden areas. Policy on pets sleeping in bedrooms\* to be clearly stated. Where rooms\* are dedicated for use of owners with pets this should be made clear to all guests at the time of booking

\*Where the word "bedrooms" is used please also read self catering units, caravan holiday homes, etc.

(1) For Touring Parks only - a bowl of water to be left outside reception/central point

