



## **Dog Policy**

Halsway Manor values the diversity of its workforce and visitors and is committed to providing an environment which is welcoming for all. This policy has been developed to address specific issues relating to visiting dogs and for Assistance Dogs in particular.

This policy will outline:

- the rules for non-Assistance Dogs
- the procedures in place at Halsway Manor in relation to Assistance Dogs
- the responsibilities of the adults with Assistance Dogs on Halsway Manor property

### **A. Dogs at Halsway Manor**

Our policy is that dogs are not permitted to stay in any of the accommodation at Halsway Manor unless as recognised and trained Assistance Dogs (see definition in section 1 below) and have been booked to stay in advance.

Any other dog visiting for an outside event or staying in a motorhome on site may not enter the buildings and must adhere to the outside rules set out in this policy (see section 7 below).

We reserve the right to require immediate removal of any dog that displays dangerous or unacceptable behaviour, including, but not limited to, biting or excessive noise (such as barking).

### **B. Assistance dogs at Halsway Manor**

#### **1. Definition of an assistance dog**

For the purpose of this policy, an assistance dog is one which has been ***specifically trained*** to assist disabled people and which has been qualified by one of the organisations registered as a member of Assistance Dogs (UK) or an equivalent organisation in another country. Assistance dogs trained by members of Assistance Dogs (UK) or by an equivalent organisation in another country, have formal identification and are permitted to accompany their owners at all times and in all places within the United Kingdom (unless there is a genuine health and safety risk).

The following are registered members of Assistance Dogs (UK): · Guide Dogs for the Blind Association (GDBA) · Hearing Dogs for Deaf People · Support Dogs · Dogs for the Disabled · Canine Partners

#### **2. Types of assistance dogs:**

Guide Dogs assist people who are blind or are visually impaired.

Hearing Dogs assist people who are deaf or are hearing impaired.

Support Dogs/Dogs for the Disabled A Support Dog can be trained to do many other tasks, which their owner may find difficult or impossible for example: • Opening and closing doors, • Picking up objects • Assisting with dressing and undressing. • Acting as a physical support • Raising the alarm • Operating control buttons • Switching lights on and off • Carrying items • Fetching the telephone and other items

Support Dogs also train dogs for people with disabilities and Seizure Alert dogs for people with Epilepsy. Seizure Alert dogs are trained to behave differently when they detect a potential seizure, which may appear to be misbehaving. Members of Assistance Dogs (UK)

### **3. Assistance dogs when you book**

- Please make sure that your dog meets the Assistance Dog criteria and has been fully trained.
- When booking your accommodation that you make sure that you inform the staff that you intend to bring your Assistance Dog with you.  
*Some of the rooms are dog-free so this will help when we allocate your room.*
- Familiarise yourself with the 'Before You Arrive' section so that any conditions can be met in advance.

### **4. Assistance dogs before you arrive**

Ensure that your dog is:

- Fully vaccinated
- Flea treated
- Insured in case of damage to property or accidental injury to third parties. You will be liable for any damage caused by your dog so please make sure you have insurance to cover this.

### **5. Assistance dogs once you arrive**

- Let the staff know that you and your dog companion have arrived. They will do their best to make sure that you have everything you each need.

### **6. Assistance dogs inside Halsway Manor**

We have a few rules in place while you and your dog companion are here in order to keep all visitors happy and safe.

- Keep your dog on a lead at all times within the house.
- Dogs may be left unattended in the bedrooms as long as this is part of their usual routine. Make sure that staff know if you are leaving an unattended dog in the bedroom just in case they need to enter. Staff will provide you with a 'Dog in Room' sign if needed.  
*Any dog which will bark at any noise outside the room or become distressed should not be left alone.*
- For hygiene purposes we would prefer no dogs in the dining room unless absolutely necessary.
- Dogs are not allowed on the beds or furniture. Please bring a dog bed and towels with you.

### **7. Dogs outside Halsway Manor**

- Whilst outside, please keep your dog under control. Be mindful that not all people like dogs and therefore do not allow your dog to approach others without invitation.

- You must clean up after your dog and dispose waste appropriately. Avoid using the lawns at the front of the house.
- Dogs must be kept on a lead in the wooded areas. The woods are used by groups so need to be kept clean and wildlife disturbed as little as possible.

If you have any suggestions on how we can make Halsway Manor more Assistance Dog friendly, do let us know.