



Dog-Friendly Hotel Policy & Risk Assessment

Hempstead House Hotel & AquaManda Spa August 2025

1. Policy Statement

At **Hempstead House Hotel**, we are pleased to welcome well-behaved dogs and their responsible owners. This policy outlines the terms under which dogs may stay at our property to ensure the com

fort, safety, and enjoyment of all guests—both two- and four-legged.

2. Dog-Friendly Policy

2.1. Eligibility

- Maximum of **2 dogs** per room.
- Dogs must weigh under [**e.g., 35kg**] each.
- Only **non-aggressive, house-trained**, and **vaccinated** dogs are permitted.
- Breed restrictions may apply as per local regulations.

2.2. Rooms & Areas

- Dogs are allowed in designated **dog-friendly rooms** only.
- Dogs are **not permitted** in food service areas (restaurant, bar, kitchen), spa, pool, or fitness center.
- Dogs must be **leashed or in a carrier** when outside the guest room.

2.3. Guest Responsibilities

- **ALL DOGS REGARDLESS OF TEMPRAMENT ARE TO BE KEPT ON LEADS AT ALL TIMES IN PUBLIC AREAS OF THE HOTEL AND GROUNDS.**
- A **pet cleaning fee** of **£25/night** applies for hairs on bedding & fouling.
- Owners must **clean up after their dog** both indoors and outdoors. Waste bags are provided and **DOG WASTE BIN IN THE MAIN CAR PARK.**
- Dogs **must not be left alone** in the room for extended periods. If left unattended, the dog must be crated or kenneled.
- Guests must ensure their dog does not cause disturbance (e.g., barking, aggression).

- Any damage caused by dogs is the responsibility of the guest and will be charged accordingly.

2.4. Staff Rights

- Hotel staff may ask you to avoid contact as not all staff are comfortable and or fear dogs. Please respect their request.
- Hotel staff may refuse accommodation or request early check-out if the dog shows aggressive or disruptive behaviour.
- Staff will not enter a room with an unattended or unrestrained dog.

2.5. Dog Amenities (Optional)

- Complimentary welcome treat
- When possible by the hotel availability, Private dining space can be made available to eat together.
- Outside dining is acceptable for you to be with your dog .
- Dog bed and bowl available upon request
- Nearby dog-walking paths and pet-friendly parks

3. Risk Assessment

Risk	Likelihood	Impact	Controls / Mitigation
Dog noise disturbing other guests	Medium	Medium	Guest advised on barking policy; guests placed in specific rooms away from quiet zones
Allergic reactions from other guests	Low	Medium	Pet-friendly rooms separated; deep cleaning procedures in place
Dog aggression or biting	Low	High	Only non-aggressive dogs allowed; signed agreement; staff trained on protocol
Damage to property (chewing, scratching)	Medium	Medium	Pet deposit/fee; regular room inspections; damage charged to guest
Fouling in public or private areas	Medium	Low	Waste bags provided; signage; staff clean-up procedures
Staff injury or fear	Low	Medium	No staff entry unless dog is crated or guest is present; staff training
Escape or lost dog	Low	High	Dogs must be leashed; check-in includes pet profile and contact info
Hygiene and sanitation concerns	Low	Medium	Deep cleaning after pet stays; air purification; hypoallergenic cleaning products

Maximum No of Dogs Low Medium
.FIVE to avoid disruption and risk.

Maximum number of dogs in accommodation is

4. Agreement

Upon check-in, guests with dogs must sign a **Dog Stay Agreement** that confirms:

- They've read and understood this policy.
 - Accept full liability and responsibility of your dog at all times towards other dogs, guests and staff.
 - They agree to cover any additional cleaning or damage charges.
-

5. Contact & Support

For questions or concerns, please contact our **Front Desk** or **Guest Services Team** at 01795 428020 frontdesk@hempsteadhouse.co.uk

6. Policy Review

This policy is reviewed annually and may be updated at management's discretion.