



# DIRECT TOURISM SERVICES

## Pet Friendly Scheme



Checklist to be completed by operators and handed to Assessor at beginning of Assessment

Minimum Requirements	Operator to check	Assessor to verify
<b>Pre-arrival/Operational Matters</b>		
<ul style="list-style-type: none"> <li>Following information to be clearly stated on websites/in brochures and confirmed to guests at time of booking:               <ul style="list-style-type: none"> <li>Type/size/number of pets accepted</li> <li>In-house policies. e.g. no pets in dining room, pets to be kept on leads in garden, policies on pets sleeping in bedrooms, damages/breakage etc.</li> <li>Whether owners are expected to bring throws to protect furniture.</li> <li>Charges for pets and what is included.</li> <li>Pre-buying pet food service to be available, charge may be made.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Suitable fencing where dogs have access to garden/external areas.</li> </ul>		
<ul style="list-style-type: none"> <li>Any hazards for pets identified, safety equipment/procedures in place.</li> </ul>		
<ul style="list-style-type: none"> <li>If kennels provided guests to have 24 hour access and kennels to be secure from access by non-residents.</li> </ul>		
<ul style="list-style-type: none"> <li>In serviced accommodation rooms allocated should be on ground floor if possible, or close to external access.</li> </ul>		
<ul style="list-style-type: none"> <li>In serviced accommodation and self-catering, where cleaners or other staff have access, signs to be available indicating where pets are in rooms and whether it is safe to enter to be provided.</li> </ul>		
<ul style="list-style-type: none"> <li>If specific rooms are allocated for guests with pets, this should be clear to guests at time of booking.</li> </ul>		
<b>Facilities and Services</b>		
<ul style="list-style-type: none"> <li>Food and water bowls for sole use of each pet in residence.</li> </ul>		
<ul style="list-style-type: none"> <li>Space in a refrigerator for pet food storage.</li> </ul>		
<ul style="list-style-type: none"> <li>Washable feeding mat if animals allowed to eat in bedrooms.</li> </ul>		
<ul style="list-style-type: none"> <li>For dogs: scoop and disposal bags, and dedicated bin for waste disposal.</li> </ul>		
<ul style="list-style-type: none"> <li>For cats: litter tray, litter scoop, disposal bags, and dedicated bin for waste disposal.</li> </ul>		
<ul style="list-style-type: none"> <li>For dogs and cats, one of following: leads, toys, chews/treats, bedding. Charges may be made for bedding and chews/treats.</li> </ul>		
<ul style="list-style-type: none"> <li>Facilities for washing pets including towels.</li> </ul>		
<ul style="list-style-type: none"> <li>Torch and nightlights on request.</li> </ul>		
<b>Information to be clearly displayed either in bedrooms or dedicated area:</b>		
<ul style="list-style-type: none"> <li>Variety of walks suitable for pets e.g. walks from door, on flat, hill walks, in parks etc</li> </ul>		
<ul style="list-style-type: none"> <li>Details of pet walking and pet sitting services (if available).</li> </ul>		
<ul style="list-style-type: none"> <li>Nearest vet (with out of hours contact details), pet shops and shops selling pet food including directions and opening times.</li> </ul>		
<ul style="list-style-type: none"> <li>Contact details of public transport, shuttle buses and taxis and details of pet policies.</li> </ul>		
<ul style="list-style-type: none"> <li>Information on attractions, pubs, restaurants etc which accept pets including distances, directions, opening times and any restrictions on pet types and sizes.</li> </ul>		
<ul style="list-style-type: none"> <li>Nearest Tourist Information Centre/Point including location, directions, opening times, contact numbers.</li> </ul>		
<ul style="list-style-type: none"> <li>Up to date events list including details of any current pet shows.</li> </ul>		
<b>Departure</b>		
<ul style="list-style-type: none"> <li>All areas used by pets during stay to be thoroughly cleaned. All odours to be removed.</li> </ul>		