

BEAVERBROOK

Service Dog Policy

Issued 14th June 2024

Introduction

Beaverbrook's policy welcomes dogs to the Estate in designated cottage bedrooms and venues. For service dogs, our policy includes reasonable adjustments in line with the Equality Act 2010 and Disability Discrimination Act 1995 (NI) to ensure every visitor can enjoy the Estate and its facilities.

The following facilities are available to all dogs:

- 21 of our 56 rooms & suites (6 x Coach House cottages, 3 x Garden House rooms, 12 x Village rooms).
- The Garden House Restaurant for breakfast, lunch, and dinner.
- Mrs Beeton's restaurant for breakfast, lunch, and dinner.
- The outdoor terraces at The House, The Garden House and The Village,.

Beaverbrook does not charge additional fees for dog owners.

Service Dogs

Beaverbrook recognises that assistance dogs trained by international member organisations perform assistive tasks for their disabled partners or alert life-threatening medical conditions to enable their owners to be independent. For this reason, we will make reasonable adjustments to ensure guests can enjoy experiences in areas where we have a no dog policy. Beaverbrook operates a booking only policy, so we do request disclosure upon making a booking of the intention of bringing a service dog, to ensure we can make the appropriate arrangements.

When visiting an area with a no dog policy, we require the service dog to carry some form of identification. This can be an ID tag on the dog's collar, a harness, an organisation-specific branded dog jacket, a harness, or a lead slip.

Locations

The House operates a no dog policy. For guests with a service dog who would like to visit The Dining Room – Our Japanese Grill – & Sir Frank's Bar, we invite them to do so on the terraces, via room service, or in a private room in The House. If guests with a service dog would like to visit our Cinema, the dog must have their identification present.

The Coach House Health Club & Spa operates a no dog policy. For guests with a service dog, we invite them to experience The Deli or The Pizzeria by dining on the terrace or via room service. Our outdoor pool is accessible for all guests with a service dog, and we can arrange for treatments to be delivered in a private room. Due to Health & Safety, we are unable to accommodate dogs in the Thermal Spa. The team will be on hand to offer any support and assistance to guests as required.

The Garden House Restaurant has a dog-friendly area indoors, as well as two terraces outdoors. All guests with dogs and service dogs are welcome to dine here. If guests with a service dog would like to visit The Robin's Nest bar, which operates a no dog policy, the dog must have their identification present.



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Mrs Beeton's Restaurant in The Village is dog-friendly both in the restaurant and outside on the terrace. All guests with dogs and service dogs are welcome to dine here.

Who does this policy apply to?

This policy applies to all guests and can be found on our website.

Dog Owner's Responsibilities

We ask all dog owners to keep their dogs on a lead when walking around the estate and to pick-up their dog's poo.

Dogs remain the dog owner's responsibility whilst on the estate, and we ask that all dogs are well behaved.

