

# BEACON

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## COUNTRY HOUSE HOTEL

### DOG/PET POLICY

#### IMPORTANT PLEASE READ

Well behaved dogs/pets, accompanied by responsible pet owners, are very welcome at the Beacon Hotel and we hope you all enjoy your stay with us. Your co-operation in following these helpful hints and pet etiquette will ensure the hotel complies with safety, food, and hygiene law, regarding pets.

1. Dogs must be kept on their leads in the hotel and hotel grounds. Owners have a duty to ensure that their dog is kept under proper control at all times.
2. Dogs are only allowed to stay/enter allocated bedrooms (as certain bedrooms rooms remain pet free).
3. Due to the additional cleaning time and products we must use in the rooms on checkout, we charge an additional £5 per dog per night.
4. Pets are NOT allowed in the public restaurant.
5. Well behaved dogs are allowed in our lounge on the following basis.
  - a. They must be kept on a lead at all times.
  - b. They must be clean and dry at all times.
  - c. They must use the dog blankets provided to sit/lie on at all times.
  - d. They are not allowed on the furniture.
  - e. Unfortunately if they cause any disruption to any guest or staff member they will be asked to leave.
  - f. The management has the discretion at any time to ask for dogs to not be in the lounge.
6. Unfortunately we are unable to accept puppies who have not completed their full vaccination course or those that have not been fully toilet trained.
7. Please ensure that your dog/pet is up to date with their flea control as we do not want them to leave any unwanted guests in the room.
8. Please ensure that dogs/pets **do not climb on to furniture or hotel beds**. If at checkout/after checkout we find that dogs/pets have been on the furniture/beds and they are soiled/marked then we reserve the right to charge for the cost of additional laundry charges as per below. These charges also are applicable if we have to change the bed linen during your stay due to your dogs/pets.
  - Pillow Case - £2.50
  - Duvet Cover - £5.00

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- Hand Towel - £2.50
  - Bath Sheet - £5.00
  - Duvet - £20.00
  - Pillow - £10.00
9. If we find that dogs/pets have damaged furniture or carpets (to include soiling of carpets, fleas etc). We reserve the right to charge for the costs to rectify as per our Damages Policy.
  10. If you find you have brought insufficient bedding or towels for you dog, please ask at reception. We have a supply of old towels that would be perfect for these wet / rainy days to dry your dog on entering the building or for them to sleep on. The towels in the Hotel bathrooms are for use by human-beings only!
  11. Please clean up after your pet inside the room and out; a doggy bin is situated outside – on the left as you walk up from the car park. If you need plastic bags or cleaning materials we would be happy to provide these.
  12. If your dog has a tendency to be unsettled and make a noise when left unaccompanied whilst you have your breakfast or dinner, then please consider leaving the dog in your car during this short period (weather dependant with windows open), or alternatively we offer a room service option.
  13. Please take your pet with you when you go out. **At no point must dogs/pets be left unaccompanied in the rooms unless you are dining in our restaurant.** Housekeeping and maintenance staff may need access to the rooms
  14. There are plenty of good walks from our front door. Feel free to use the grounds to the front of the hotel. A footpath leaves directly to “the Beacon” and on towards the coastal paths or St. Agnes. Please ask at reception for suggested routes / map.
  15. If something is damaged by your pet, please notify the hotel management. It is advisable to have an appropriate insurance policy in the eventuality that your dog should nip a passing ankle or chew furniture.

### **Damages Policy**

Damage to hotel property – We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel’s property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest’s credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.