



DOG POLICY

Well behaved dogs are accepted at all hotels in The QHotels Collection. We do however ask that you respect that other guests and children that may be of a nervous disposition when it comes to dogs. Therefore, mutual respect and kindness is asked of all guests.

How much does it cost to bring a dog to one of our hotels?

We charge £25 per dog, per stay, with a maximum of 2 dogs per room. Registered Assistance dogs stay free of charge.

Do you have rooms specifically allocated for dogs?

Yes, we do – dogs are not allowed in all bedrooms in all hotels. Dogs must be declared and included in your reservation. All bookings that include a dog must be made through our Contact Centre and not online.

Do you provide dog beds?

No, we don't. Please ensure you bring everything your dog needs for their stay e.g. bed, bowl, food.

What should I pack for my dog?

All the essentials to ensure that your pet has a comfortable stay; their bed or crate, food, lead, doggie bags, and treats. Having their own things around will help them settle in unfamiliar surroundings.

We also recommend packing toys or any other items that will help to keep your dog occupied whilst in your room with you.

Will check-in/check-out be any different if I'm bringing a dog?

We'll provide you with a sign to hang from your door handle that lets our team know there is a dog inside the room. When staying longer than one night, we'll arrange the best time to clean your room based on when you and your dog are not around.

If you have booked online and not notified us that you are bringing a dog with you then we may not be able to honour the room type booked and we reserve the right to amend or cancel your reservation accordingly.

At check-out, our hotels may charge a compulsory cleaning fee if your dog fouls or causes damage in your room or anywhere in the hotel.

Where can I eat or drink with my dog present in the hotel?

Dogs are allowed in all our bar areas but not allowed in the main restaurant areas. If you wish to eat from the restaurant menu, please ask a team member who will be pleased to assist you.

Can I leave my dog alone in the room?

No. Guests must not leave their dog alone in the room at any time, as this can cause some dogs to become distressed, and if they bark, this will cause annoyance and unreasonable disruption to our other hotel guests. We reserve the right, in these circumstances, to ask guests that have ignored this policy to leave the hotel.



Housekeeping during your stay

To make sure your room is cleaned to our usual high standards, you should talk to our reception team to make arrangements.

We'll try to arrange cleaning times when you and your dog have left the room. If that isn't possible, our team will ask for your dog to be in a crate and supervised by an owner while we refresh your room.

Are dogs allowed to walk around the hotel?

Some areas of our hotels aren't suitable for dogs, even with a lead. If you're unsure where you can take your dog just ask us at reception on your arrival, or ask a member of our team when calling to make your booking. We do ask that you respect that other guests and children that may be of a nervous disposition when it comes to dogs. Therefore, mutual respect and kindness is asked of all guests.

Do I have to keep my dog on a lead?

Yes. Your dog must be on a lead at all times outside of your room. This is to ensure the safety and comfort of other guests and other dogs.

Am I responsible for cleaning up after my dog?

Yes. You are responsible for cleaning up after your dog. We ask that you clean up all mess left by your dog both indoors and outdoors on our hotel grounds. Please ensure you remember to bring plenty of waste bags, enough for the duration of your trip. Dog-poo bins are provided in the grounds of our hotels.

If your dog leaves a mess or fouls the room, you will be charged a reasonable fee to cover the costs of a deep clean.

Are there any other rules I should be aware of?

It is your responsibility to manage your dog's behaviour at all times and ensure your dog is not disrupting other guests. If this is found to be the case, we do reserve the right to ask you to leave the hotel.

The hotel does not accept any liability whatsoever for any damage, or injury howsoever caused to property or other guests by your dog