

## Queens Hotel – Pet Policy

At the Queens Hotel, we strive to provide a comfortable environment for all guests, including those travelling with pets. Please review the following guidelines to ensure an enjoyable stay.

### Accepted Pets

We welcome dogs and small caged animals. A non-refundable **£30 cleaning fee per pet, per stay** applies, with a **maximum of two pets per room**.

**Guests must bring all necessary pet supplies, including beds, food, and bowls.**

### Public Areas & Restrictions

Pets are **not** permitted in the following areas:

- Lobby furniture
- Spa and leisure facilities
- Restaurant
- Buffet breakfast area

For your convenience, alternative **pet-friendly dining space** is available in the **Sun Lounge**.

**Dogs are welcome in the bar area, but not during breakfast service.**

**Service animals are permitted in all areas**, except where safety regulations prevent access (e.g., pools, saunas, food-prep zones).

### Leash & Supervision Requirements

- All dogs must be kept on a leash while on hotel property.
- Pets or service animals must not be left unattended in rooms or public areas.
- If a pet or service animal causes a disturbance, the owner/handler will be contacted to resolve the issue promptly.
- Housekeeping cannot service rooms when an unattended pet is present.

### Cleanliness & Waste

Owners must **clean up after their animals immediately** in all public and outdoor spaces. Waste bags are available at Reception.

### Disturbances, Damages & Fees

- If a pet becomes noisy, disruptive, or aggressive, we ask the owner to remove the pet from the area.”
- A £100 fee may apply if multiple noise or disturbance complaints occur without prompt resolution.
- **Guests may be asked to leave the hotel without reimbursement if repeated disruptive behaviour or cleanliness issues continue.**
- Owners are responsible for any damage caused by their pets.