



Dogs Welcome Scheme

Taking dogs away when enjoying a break in the British Isles is an increasing trend. Nearly two million dog owners take their pets away when enjoying a break away from home. In response to customers who do not wish to be parted from their pets during their holiday to the Isle of Man, the Dogs Welcome Scheme will give owners the confidence that they are booking quality accommodation that meets their particular needs.

The following criteria apply to self catering tourism accommodation business wishing to take part in the Dogs Welcome Scheme:

Core Criteria

Facilities and Services:

- A water bowl* and food bowl available on request for the sole use of each pet accommodated.
- Where animals are permitted to eat in the property a protective feeding mat to be provided.
- Torch and nightlights to be available on request.
- Access to refrigeration facilities on request.
- One of the following facilities to be available on request:
 - A scoop and disposal bags to be provided. Where dogs are permitted access to grounds, a dedicated bin for waste disposal to be provided
 - Toys, Chews/treats (can be chargeable), Bedding (can be chargeable), Spare leads
- Pre buying of food for pets service available (can be chargeable). Information available on costs prior to arrival.
- Pet washing facilities available, including bucket, hose and towel.
- Storage space provided for animal transportation crate/cage brought by owners.
- Following each departure, all areas used by pets to be cleaned thoroughly to remove any evidence of them (including odours).

* For Camp Sites only - a bowl of water to be left outside reception/central point

Safety and Security:

- Where hazards exist for pets, safety equipment is to be provided and/or procedures in place.
 - Where kennels are provided adequate security to be provided to limit access from non-residents. Owners to have 24 hour access as required.
 - Where dogs have free access to garden areas, suitable fencing should be provided.
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Information Provision:

- The following information to be communicated at time of booking and actively promoted in brochure and on website:
 - Any restrictions on the type and size of dog accepted
 - Any additional charges for accommodating dogs and what these charges include
 - Clearly state any damage/breakage policy
 - The following information to be displayed at a central easily accessible information point:
 - Details (including opening times, directions and out of hours contact details) of vet, pet shop and pet food supplier (can be a supermarket)
 - Selection of local walks suitable for dog walking by owners of all ages (e.g. on the flat, local park, hill walking)
 - Visitor information where dogs are accepted, e.g. attractions, recreation, to include distances from accommodation and other relevant information e.g. pet size restrictions, opening times, directions
 - Details of local events.
 - Nearest Visitor Information Centre with directions and contact telephone number
 - Local transport networks, contact details and their pet acceptance policy
 - Details of any dog sitting or walking services in the area
 - If dog owners are expected to provide protective throws for furniture then this needs to be made clear at the time of booking.
 - Clearly state any in-house policy, e.g. dogs to be kept on a lead in garden areas. Policy on dogs sleeping in bedrooms to be clearly stated.
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If you would like your property to be part of the Dogs Welcome Scheme and you believe you meet the above criteria please contact the Quality & Service Team on 01624 685965 or email nikki.salmon@gov.im. Your Independent Quality Assessor will verify that your property meets the criteria when they carry out the annual grading visit.

