

## Standard Operating Procedure (SOP)

**Subject:** Pet Policy

**Created by:** XXX

**Effective on:** XXX

**Revised on:**

**What:** XXX Hotel is a pet friendly property, therefore staff needs to be aware of how to handle pets correctly when a guest enquires about that.

**Purpose:** To ensure all departments are aware of how to handle pets in their own specific competences

### **Procedure:**

- Pets are allowed on property with the condition of (number) dogs only, XXX per room and a maximum of XXX pounds weight. Pets are allowed in public areas such as lobby, corridors and elevators with the intent of going in and out of the room or of the hotel only. Pets are not allowed in Food & Beverage outlets.
- When making a reservation, a guest should mention they are traveling with a pet so that reservations agent can inform them in advance of necessary requirements. Should a guest not notify during reservation process, the front desk staff will do so during check-in process. Guest is required to comply with policy for the safety and comfort of all other guests.
- When checking in with a guest, pet must be registered, pet sign must be handed to the guest for them to hang on their door, a \$ XXX per day non refundable cleaning fee will be charged to their bill, and a \$ XXX deposit will be applied to their bill in case of damage to the room.
- Should a pet be in the room a guest is required to hang the appropriate sign on the door. If a member of the staff notices a pet in the room and the sign is not present the staff member will hang the sign for the guest and notify the front office managers. Front office managers will then verify if guest has registered the pet. If

the pet is not registered the front office will contact the guest to inform them about our pet policy.

- Should a pet be in the room and correctly registered, the dog should be attended by the guest in order for a staff member to be able to perform their job (i.e. housekeeping service, room service delivery, minibar restock etc). If the pet is loose and unattended, staff will not be able to perform their service and therefore they will notify their manager, notified so that the guest can be informed of the reason why the service was not done.
- Should a pet have caused damage to the room, the staff member who has encountered this will notify their manager or the housekeeping/security manager, housekeeping manager will verify the damage and take evidence, will then notify the front desk and a decision will be made whether or not guest should be charged for damage depending on the severity of it.
- Should a pet cause disturbances on the floor to other guests the front office managers will be informed so the guest can be contacted and the noise can be minimized.

Please notice rules above do not apply to service animals. Service animals owners still need to notify of their presence in the hotel so that hotels staff can be informed.