



URBAN MUTT HOTEL

Animal Welfare Policy Statement

Urban Mutt Hotel (UMH) is committed to implementing high standards of animal welfare management across the whole organisation.

Policy Requirements

Whilst on our property and in our employment we require all our staff, contractors and suppliers to comply with all current UK animal welfare legislation at all times.

UMH supports the requirement to provide an animal with its needs in all the circumstances as required by good practice. Those needs include:-

- (a) its need for a suitable environment,
- (b) its need for a suitable diet,
- (c) its need to be able to exhibit normal behaviour patterns,
- (d) any need it has to be housed with, or apart from, other animals, and
- (e) its need to be protected from pain, suffering, injury and disease.

Safeguarding:-

- Ensuring no illegal animal welfare or husbandry systems are in use
- Animals are always provided with the appropriate veterinary care as and when required
- Animal transport is kept to a minimum and is in accordance with government guidelines.

- The welfare condition of all animals is assessed and monitored throughout their stay with on-going advice and input from a veterinary surgeon, an independent animal welfare adviser and/or a qualified dog trainer and any recommendations made by them will be observed.
- Record-keeping and documentation completed by staff will be regularly monitored by management to ensure accuracy and compliance
- Review of the animal welfare policy will be conducted on a regular basis and updated whenever necessary and appropriate

1. Duty of care

At UMH, staff & management and anyone who is responsible for any dog on site, whether on a temporary or permanent basis, have a legal duty to prevent unnecessary suffering and to provide for the needs as required by good practise in all the circumstances.

Those needs include;

- (a) the need for a suitable **ENVIRONMENT**,
- (b) the need for a suitable **DIET**,
- (c) the need to be able to exhibit normal **BEHAVIOUR** patterns,
- (d) any need it has to be housed with, or apart from, other animals (**COMPANY**), and
- (e) the need to be protected from pain, suffering, injury and disease (**HEALTH**).

Failure to provide for these needs may cause unnecessary stress and suffering.

BEHAVIOUR

- All dogs will have enough to do so that they do not become distressed or bored.
- All dogs will be given access to suitable objects to play with and chew during their stay in accordance with the 'Socialisation and Enrichment policy'.
- Dogs should be given positive reinforcement of good behaviours including positive reward around new & potentially stressful stimuli.
- All dogs will be exercised at least 2 times a day for a minimum of 30mins per session
- Rough handling and punishment for any dog will not be tolerated. Offenders will be disciplined and repeated behaviour will result in dismissal
- Dogs will be provided with a toilet area in their kennel and in the exercise areas.

Immature Dogs

- **Additional consideration will be made to the behavioural needs of young dogs. Puppies will require more opportunity for rest/sleep. Refer to the Socialisation and Enrichment Policy for additional behavioural training for immature dogs.**

COMPANY

- Caution will be taken with any unfamiliar dogs and introductions must be done in accordance with the 'Socialisation and Enrichment policy'.
- Any introduction to other dogs will only be done with the permission of the dogs' owners and under close supervision of trained staff.
- Dogs will have a natural curiosity towards other dogs/animals which may cause fear and/or distress. All staff will follow policy to avoid fear and distress around mixed dogs.
- Dogs from different households will not be boarded in the same kennel.

DIET

- All dogs will have access to clean fresh drinking water at all times.
- Each dog's feeding regime shall be done in agreement with their owner
- Food & treats supplied by UMH will only be given with the permission of a dog's owner and should be considered and planned as part of a daily diet
- Food and water containers will be cleaned daily in accordance with cleaning policy
- Water will be changed/refreshed as often as necessary
- Water and food consumption will be monitored and any abnormality recorded and reported to management
- Any dog that remains inappetent for more than 24hrs will be referred for veterinary advice
- No food for human consumption, will be allowed in kennels and exercise areas on site with the exception of treats provided by owners as above
- Food will not be offered within an hour of planned travel to and from UMH
- All food will be prepared in the designated food preparation area.
- Food will be stored in sealed containers and where appropriate in a dedicated dog food fridge.
- Where individual dog's food has been supplied by owners this will be kept in separate marked containers
- Dogs in boarding will be fed in their sleep huts. Dogs in Day care will be fed in a separate feeding area as required in accordance with owner's request.

- Each dog will be given its own bowl to feed from.
- There will always be access to at least 1 water bowl for every dog on site

Immature Dogs

- **Additional consideration should be taken to young dogs. Food appropriate to their age will be sourced from the owner and given in suitable periods. Dogs under 6 months should be fed at least 3 times a day.**

ENVIRONMENT

- All dogs will, at all times, have a safe, clean, quiet environment with adequate protection from hazards.
- Each dog will be provided with a comfortable, clean, dry, quiet, draught-free rest area, which has appropriate ventilation and is lit either naturally or artificially
- There will always be enough beds available equal to the number of dogs on site
- Rest and exercise areas will be secure and dogs will be able to get out of sight of each other
- Any place a dog is left will be large enough to provide, at all times, a comfortable area with effective ventilation and temperature control, and the dog will be able to move around to ensure its comfort, avoiding becoming too hot or too cold.
- Careful consideration will be given to the movement and use of any equipment so as not to cause fear, alarm or distress
- Noise levels will be kept to a minimum around animals. Staff should not make or encourage loud/sudden noises (e.g. heavy machinery and equipment) around dogs. It may be possible to habituate animals to loud/unusual noises gradually given sufficient time but it is important animals do not show signs of anxiety, fear or distress. If these signs are shown, either the source of noise or the animal (whichever is appropriate) will be removed immediately.
- Each kennel and all dog areas will be cleaned at least once a day and more if required. Dogs will be removed during cleaning.
- All kennels will be cleaned and disinfected after each dog has left and before the kennel is occupied again.
- All kennels will be disinfected at least once a week.
- Faeces will be removed from kennels and exercise areas at the nearest opportunity and at least four times a day.

HEALTH

- Prior to arrival an admission form with a health and temperament questionnaire should be submitted and signed by the owner.
- Sick or injured dogs will not be admitted to UMH without prior approval by a vet in line with the Health & Welfare policy.

- UMH are registered with a local veterinary practise (Vet In The City) and will be contacted in case of an emergency. A contact number is displayed in a prominent position in the reception area, the exercise areas and the kennel area.
- 24hr emergency vet cover is available from _____. Contact numbers are displayed in prominent areas including staff room.
- In accordance with the Health & Welfare policy, on admittance, each dog be up to date with UK licensed vaccinations including kennel cough vaccination* . Proof must be presented with a vaccination card which must include the matching microchip number of the dog. Any exemptions to vaccination should be signed off by a vet and proof of titre testing should accompany the dogs. (See Health and Welfare policy)
- Collars, coats, harnesses and any other accessories worn by dogs should be made of non-toxic material and not cause a risk of injury and/or illness.
- If accessories are worn as above, dogs will be examined in areas prone to rubbing before, during and after admittance. If the skin is damaged, it must be treated and the accessory either adjusted to stop this from happening again or permanently removed.
- Dogs will only be tethered to secure them temporarily for their own safety
- Tethered dogs will be continuously monitored by a member of UMH staff and will not be left unsupervised
- Placement and movement of any furniture or equipment will be carefully considered so as not to cause a risk to dogs.
- Any dog that is showing signs of infectious disease should be placed in isolation in accordance with the Health & Welfare policy
- If any staff have any welfare concerns, including if:
 - A dog is at risk of harm
 - A dog ceases to be calm, controllable or responsive
 - A dog shows signs of fatigue, anxiety, distress, pain or discomfort.

They will remove the dog to a place of safety, record on the appropriate form and report to management so as appropriate measures can be implemented to avoid further issues.

- Dogs that require cleaning will be cleaned and brushed as required by staff. Where appropriate dogs will be taken to the UMH salon and bathed and groomed by a professional qualified groomer.
- **In the event of high heat in the building (aircon malfunction) plentiful supplies of water must be available in all areas. Showers, 'paddling pools' and hoses will be used to cool the dogs. In the event of extreme cold/heat (<5c >35c) dogs should be removed to a place of safety as per the evacuation policy.**
- **During Transport & exercise;**

- **Additional water and air conditioning must be provided in extreme heat.**
 - **Additional heating and bedding must be provided in cold conditions.**
 - **Exercise times should be reduced in warmer/hotter weather**
 - **Exercise should be taken in shaded areas whenever possible during sunny weather**
 - **Protection from cold & rain will be used when provided by owners and consideration given to those dogs without coats provided**
 - **Additional consideration should be made to coat type, length and condition for all of the above**
- **In the event of a dog collapsing from extreme heat veterinary advice should be sought immediately. Cool (not too cold) water must be offered and used to cool the dogs temperature**

*vaccinations must be administered no later than 7 days prior to admission.

2. STAFFING

UMH is dedicated to having sufficient numbers of competent staff to ensure the safety and welfare of all dogs on site.

- At all times between the hours of 8am and 6pm there will be a minimum of 1 staff member on site to every 10 dogs on site
- Where day care dogs are on site there will be a minimum of 1 member of staff on site to every 8 adult dogs in day care
- When exercising dogs in a public park there will be a minimum of 1 member of staff for every 4 adult dogs
- When exercising dogs in an outside designated exercise area there will be a minimum of 1 member of staff for every 6 adult dogs
- Dogs in the Social Club will under constant supervision.
- There will be a member of staff on site 24hrs a day, 7 days a week
- All staff will be trained in accordance with the staff training policy
- Staff will monitor all dogs' behaviour and welfare and record any abnormalities on the appropriate forms and fed back to owners.

3. EMERGENCY PROCEDURES

UMH is committed to protecting its staff, any members of the public using its services and dogs in its care.

- Before commencing employment all staff will be trained in the emergency procedures
- UMH will follow all procedures as instructed by 'Westfield' and their parent company
- All staff will be provided with a health & safety manual and a safety in the workplace manual and should sign to confirm they have read both.
- Emergency evacuation procedures will be posted in prominent positions around the building including reception and the staff room and must be followed in the event of a fire or other emergency.
- All entrances and exits must be kept clear at all times.
- In the event the building becomes uninhabitable for dogs the instructions for the temporary shelter of dogs is kept with management.

In the event of an animal escaping;

- **All staff will be trained in dealing with escaped dogs**
- **In the event of a dog escaping, UMH management should be informed at the first opportunity who will contact the dog owner and local authority immediately.**
- **If the dog escapes on the road the police will be informed immediately**
- **Equipment for securing dogs which have escaped will be carried at all times on the transport vehicle. All staff will be trained in the use of such equipment.**
- **All other dogs should be secured and supervised before search and contain exercise commences**

Record Keeping

UMH will keep a record of all dogs on the premises at any one time. Records will be kept electronically and stored for a minimum of 3 years.

Under the terms of the boarding license UMH will have a maximum of ____ dogs in boarding.

In addition, under the terms of the day-care license, UMH will have a maximum of ____ in the day care facility.

The combined total of dogs in boarding and dogs in day care will not exceed _____

Temperature checks, to include high and low temperatures, will be made in all areas that are accessed by dogs on a daily basis and recorded on the designated forms.

A physical check of each dog will be made at least once a day including on arrival and before departure. Checks will be recorded on the appropriate form. In addition, observational checks will be made at least every 4 hours during the day (8am – 6pm) and twice overnight (6pm-8am).

Physical checks will include mouth, eyes, ears and feet for cleanliness, any abnormalities and/or injury. Any abnormality/injury must be reported to the owner and vet advice sought regarding necessary treatment.

Observational checks will include signs of abnormal behaviour and aggression, quality and quantity of urination and defecation and interaction and socialisation with humans and other dogs.

In addition, dogs will be checked before and after transport (see Dog Transport policy).

Dogs will be monitored for water and food intake as well as regularity and any abnormality recorded on an abnormal behaviour form and attached to the dog's file.

Each day a schedule will set out what dogs will be present and when they will be taken for transport, by who. Each dog will receive at least 2 exercise sessions a day

Transport vehicles will be checked every day to ensure they are roadworthy incl. Oil, lights, windscreen washer. Vehicle check forms will be filled in and signed by every driver.

Journey plans will be completed for every journey transporting dogs (see Dog Transport policy for full details).

Vehicles and kennels will be cleaned daily and disinfected after each use. All cleaning will be recorded on the appropriate forms (See Cleaning policy for full details).

Staff training and continued professional development (CPD) will be recorded and kept on their personnel files in accordance with the Training policy.



URBAN MUTT HOTEL

STAFF TRAINING POLICY

UMH is committed to ensuring all staff being trained to a high standard in line with current Animal Welfare Legislation.

All staff will receive induction training on starting employment with UMH. This will include

- Basic understanding of legislation including responsibility for an animal, duty of care to provide for the needs of an animal and preventing unnecessary suffering.
- Dog welfare, including recognising poor welfare and understanding the 5 welfare needs
- Basic dog behaviour
- Cleanliness and hygiene
- Feeding and food preparation
- Dog handling on and off site
- Disease control and isolation protocols
- Recognition and basic first aid treatment of sick animals. Dog First Aid (www.dog-first-aid.com)
- Health and Safety
- Workplace Safety
- First Aid
- Manual Handling
- Driving Safety
- GDPR
- Fire Safety
- Post COVID Workplace Safety NEW

Before commencing employment all new staff should be familiar with this policy and the following policies and procedures;

- Animal Welfare Policy
- Health and Welfare Policy
- Behaviour and Enrichment Policy
- Cleaning Policy

- Dog Transport Policy
- Health & Safety Policy

All staff will receive regular training from a dog behaviourist and trainer (The Darling Dog Company') to include

- Dog Handling
- Introducing unfamiliar dogs
- Behaviour and enrichment
- Identifying unusual behaviours
- Puppy socialisation

Continued Professional Development (CPD)

All staff will record in their CPD record any relevant qualifications and experience

Any training on site will be recorded on staff CPD record

Staff should report any additional training, education and experience they receive to be added to their CPD record.

All staff will have a monthly 1-1 with management and annual appraisal to identify any training needs and review their CPD.

Urban Mutts

LONDON'S FIRST DOG CLUB & HOTEL

SOCIALISATION AND ENRICHMENT POLICY

Dogs are highly intelligent animals that require mental and physical stimulation. It is important for those responsible for dogs (staff) to consider how the environment in which the dogs are kept is designed to meet their behavioural needs.

The intention in this plan is to provide detail on how some of the behavioural needs will be met and will include;

- Positive interaction with handlers
- Activities that encourage natural behaviour e.g. chewing, exploration and exercise
- Handlers to have a positive relationship with each dog
- Enhancing the sensory environment (sight, smell etc.)
- Dogs are not left alone for extended periods of time
- Building in predictability to dogs' routine
- Dogs ability to interact with other dogs
- Regular, positive training activities

- Varied opportunities to exercise
- Quiet periods
- Kennelled environments should be interesting and comfortable
- Gradual introduction of dogs to potentially stressful situations

The following table details how UMH will meet a dogs' behavioural needs. This has been written in conjunction with a dog behaviourist & trainer and an animal welfare consultant.

ENHANCEMENT OR ENRICHMENT GOAL	HOW THIS IS MET
Dogs are able to express natural behaviour	<p>Dogs will be taken twice a day to a public park or designated exercise area to use their senses to exercise and explore.</p> <p>Back at the Social Club they will be offered a variety of toys to stimulate natural behaviours. They will be given opportunity to rest, run around or hideaway from others if they so wish.</p> <p>Dogs in boarding will have also have their sleeping pods to rest as well as play with their toys from home.</p>

<p>Dogs are given the opportunity for suitable exercise</p>	<p>All dogs will be taken to a public park or outdoor designated exercise area twice a day for a minimum of 30minutes exercise each time.</p> <p>Exercise will be on or off lead dependent on the circumstances and consent from the owner.</p> <p>Dogs that are unable to go to the park, due to medical reasons or no owner consent, will be given an individual exercise plan to be carried out on site in accordance with its needs</p>
<p>Dogs are given the opportunity to experience variety and stimulation both in the kennel and outside.</p>	<p>Dogs will be given the opportunity to play with dog friendly toys in designated play sessions scheduled during the day. The toys will be designed to stimulate behaviours such as chewing, exploring and sensory stimulation.</p> <p>Toys will vary on a day to day basis to encourage exploration and prevent boredom.</p> <p>Owners will be invited to supply toys for dogs that are boarding to be kept in their sleep hut.</p>
<p>Dogs are given the opportunity to play and interact with other dogs.</p>	<p>The 'Social Club' will allow up to 33 dogs with supervised socialisation sessions.</p> <p>Dogs will be taken in groups to a public park or designated exercise area twice a day and given opportunity to socialise with each other under supervision.</p> <p>Socialisation will be done in line with training from the 'Darling Dog Company'</p>

<p>Socialising unfamiliar dogs</p>	<p>Introductions of unfamiliar dogs will be done in a controlled environment in the Social Club</p> <p>Dogs will be kept separated with opportunity to meet, firstly through sight and smell either side barriers and introduced carefully under close supervision.</p> <p>Training provided by a behaviourist will allow staff to identify appropriate behaviours.</p> <p>Staff taking dogs to the public parks will be given training in handling dogs around dogs not associated with UMH.</p>
<p>Dogs are given the opportunity to learn and develop</p>	<p>Interactions with dog handlers will include training and habituation of new experiences in line with training provided by 'Darling Dog Company'</p> <p>Where particular behaviours have been identified and with consent from the owner, handlers will work with dogs to adjust behaviours such as reducing any dog on dog focus that could be detrimental to a dog's behaviour or create issues for an owner to handle.</p>

<p>Reducing the potential for dogs to experience significant stress</p>	<p>Working with a dog behaviourist, staff will look to;</p> <ul style="list-style-type: none"> ▪ Prevent unwanted behaviours happening - common ones from dogs in day care are - dog focus / frustration behaviours / resource guarding. ▪ Prevent stress as above there will be a period of acclimitisation. New dogs will have a number of lead ups before a dog can fully join the group. ▪ Neutered & Non-Neutered dogs – We will ask if dogs are neutered / spayed. From a behavioural pov this will help identify any potential behavioural issues. Every dog is different and this would be discussed with the behaviourust first. ▪ We recognise it should not be about sizes of dogs or breeds but about personalities and temperements.
<p>Dogs are given the opportunity to make choices and have control in their environment</p>	<p>All dogs in the ‘Social Club’ will have individual beds and opportunity to hide away.</p> <p>The Social Club has at least 2 different areas and dogs will be given opportunity to explore either.</p> <p>Barriers will be used to separate different areas for dogs within the space and allow separation of dogs if required or if they choose to.</p> <p>The puppy area can also be used if no puppies are in boarding or day care.</p> <p>Boarded dogs will have a choice of 2 areas in their sleep hut.</p>
<p>Additional requirements for dogs under 1</p>	<p>There will be a separate area for dogs under 1 year old.</p> <p>We will have a maximum of 3 dogs under 6 months at any one time.</p> <p>There will always be a designated member of staff who will work closely with the puppies.</p> <p>With the guidance of the dog behaviourist puppies will be socialised gradually to new experiences and unfamiliar dogs and people.</p> <p>The office in reception will be used as an additional quiet area for puppies.</p>

	Wherever puppies are located they will be under constant supervision.
--	---

Preventing the development of abnormal behaviours	<p>Each dog handler will monitor the behaviour of all dogs in their care. Any abnormalities will be recorded on specific sheets.</p> <p>Abnormal behaviours will be addressed in line with advice from the behaviourist and a plan made with consent from the owner.</p>
---	--

The above plan will be implemented by all staff in line with their on-going training provided by 'The Darling Dog Company' (see Training Policy).

This policy is subject to change and development as required by management following expert input.



URBAN MUTTS HOTEL

Health & Welfare policy Dog Boarding and Dog Day Care

Veterinary registration:

- The registered Veterinary practice for the centre is:

Vet in the City

077 6391 8806

Flowers Mews, London N19 3TB.

Out of hours provider (if different);

Medivet 24 Hour Kensington

Kynance Veterinary Clinic

1-3 Gloucester Road, Kensington, London, SW7 4PP

02075 842 019

These details are displayed in prominent positions, near a telephone and accessible to all members of staff.

- Written consent between the dog owner and licence holder must be obtained on/before arrival with regards to the use of the veterinary practice above when in the centres care.
- Dogs that have been showing signs of any infectious or contagious disease such as diarrhoea/vomiting or coughing in the last 72 hours prior to arrival on site should not be permitted on the premises.
- All dogs must be checked regularly for signs of pain, suffering, injury, disease or abnormal behaviour and they must be recorded.
- All sick or injured dogs must receive prompt attention from a veterinarian.
- Dogs showing signs of sickness/injury/ infectious disease must be placed in isolation and isolation protocol followed.
- A record of any veterinary visits and/or treatment regarding any dog at the centre including dosage and frequency of treatment provided must be kept for 3 years.

Isolation:

- Isolation facilities must be kept exclusively for the use of isolating sick or injured dogs.
- Protective clothing and footwear must be worn when handling dogs in isolation. This clothing must be kept in the isolation unit except for cleaning purposes.
- Dedicated equipment such as food and water bowls should be used in isolation.
- If possible, a dedicated member of staff should attend to dogs in isolation.
- Dogs in isolation must be checked regularly and handled after the other dogs where dedicated staffing is not possible.
- Hands must be washed after leaving isolation facilities.

Preventative health care:

Vaccinations:

- All dogs must be up to date with UK licenced vaccinations against Canine Distemper, Canine Adenovirus/Infectious Hepatitis, Canine Parvo virus (DHP) and Leptospirosis (L2 or L4).
- Although vaccination against Bordetella Bronchiseptica/Canine Parainfluenza virus (Kennel Cough) is not mandatory, we strongly advise this is given to reduce the risk of kennel cough.
- A vaccination record must be seen and photocopied before any dog enters the premises.
- Where dogs have not received annual boosters a certification from a veterinarian of a recent productive titre test showing adequate immunity may be accepted. The certificate must state that it is valid for the current period.
- Primary vaccination courses must have been completed 2 weeks prior to entering the premises.

Parasites:

- All adult dogs should be routinely wormed every 3 months and flea treated monthly (unless prescribed longer lasting flea products by their veterinarian) using a product authorised by the Veterinary Medicines Directorate (VMD) and licensed in the UK. Dogs under 6 months should be wormed monthly.
- In cases where parasites are evident such treatment should be administered by an appropriately competent person after discussion with the registered veterinarian and consent from the owner.
- All excreta must be disposed of promptly and in a hygienic manner (see cleaning protocol).

Un-neutered Bitches:

- Un-neutered bitches in season should not mix with un-neutered dogs.
- Owners should be asked when the bitch was last in season in case the bitch is likely to come into season during it's stay.

Dogs on medication:

- All prescribed medicines should be stored safely and securely in a locked cupboard, clearly labelled, at the correct temperature and used in accordance with the instructions of the veterinarian.

In case of death of dog on premises:

- If a dog should die on premises, the body should be stored at the registered veterinarians until the owners return.
- No person may euthanise a dog except a veterinarian
- Euthanasia, if necessary, will be humane and effective.
- Euthanasia must not take place without the consent of the owner unless it is imperative for the welfare of the dog. All reasonable steps must be taken to get consent prior to euthanasia
- A record will be kept on site of all dogs euthanised



URBAN MUTT HOTEL

DOG TRANSPORT POLICY

All dogs will be transported in accordance with relevant UK legislation including Welfare of Animals Transport Order **2006**, Animal Welfare Act 2006, Road Traffic Act

All dogs must be checked for fitness to travel. For all journeys a Animal Transport Certificate must be completed.

All dogs will be transported in a safe and secure manner.

A journey plan will be made before every trip and will include;

- departure time,
- destination,
- any planned stops,
- estimated arrival time
- Number of dogs on board

Each day a schedule will set out what dogs will be present and when they will be taken for transport, by who.

Transport vehicles will be checked everyday to ensure they are roadworthy incl. Oil, lights, windscreen washer. Vehicle check forms will be filled in and signed by every driver.

All dogs will be restrained in suitable sized cages. No dog will be transported in a manner likely to cause suffering.

Dogs will always be transported with the appropriate restraint and never in the front seat of a vehicle.

Cages will be cleaned and disinfected after each use and before another dog enters.

Only dogs of similar size should share cages. All dogs should be able to stand naturally and lie down in the cage.

Dogs sharing a compartment from different households must have written consent from owners.

All dogs must be taken out of vehicle on lead.



URBAN MUTT HOTEL

CLEANING POLICY

UMH will provide a clean and safe environment for dogs, staff and members of the public that is free from hazards and provides protection from disease and contamination.

All areas will only be cleaned using animal safe products supplied by AQUEOS

All chemicals/disinfectants used will be non-toxic and pet friendly. Bleach must not be used .

Chemicals/disinfectants used for cleaning will be stored, handled, applied and removed strictly in accordance with the manufacturer's instructions.

Data must be available to staff at disinfectant dispensing points to explain precautions to be taken by the user and give the action required in the event of a spillage or contamination or contact with skin.

Only dog friendly disinfectants supplied by AQUEOS to be used at any time in the Hotel. Product information and dilution instruction are kept for reference on the Dog Kitchen notice board.

Sleep Huts –

- All sleep huts will be cleaned at least once a day to include floors, walls and doors.
- All Sleep huts will be cleaned and disinfected after dogs leave and before a new dog is admitted
- The accommodation should be allowed to dry before adding bedding and another occupant.
- All sleep huts will be disinfected at least once a week
- Food and water bowls will be cleaned every day and fresh clean water supplied every day.
- Food and water bowls will be disinfected after each dog leaves and before use with a different dog
- All food and water bowls should be disinfected at least
- Beds and bedding will be cleaned/changed daily
- All bedding will be changed after dogs leave and before a new dog arrives
- Corridor will be cleaned and mopped everyday

Social Club

- All urine and faeces will be cleared and cleaned at the nearest opportunity and a minimum of 4 times a day.
- Floor will be cleaned and mopped every day
- Beds and bedding will be cleaned/changed every day
- Water bowls will be cleaned at least once a day
- Walls, doors and windows will be cleaned at least once a week

Kitchen

- All surfaces and floors will be cleaned at least once a day.
- Food preparation area should be disinfected after each session (normally twice a day).
- Used food and water bowls will be cleaned at the first opportunity and never left overnight.
- Fridges will be cleaned at least once a week and disinfected

Reception

- Reception area will be kept tidy and clear of hazards at all times
- Reception desks should be wiped down before each customer approaches a desk
- All tables will be wiped down after each use
- Floors and surfaces will be cleaned and disinfected at least once a day.
- Any spillages or toileting by dogs will be cleaned immediately it has come to the attention of staff

Grooming Salon

- The salon will be as clean and tidy as is practical at all times.
- When working on animals, consideration will be taken that on occasion, and especially during grooms, the site may be untidy but groomers are expected to tidy up as they go.
- Grooming areas will be cleaned and disinfected after every use (*).

Records of cleaning and disinfecting must be completed and available.

These will be recorded on paper and electronically.