



How to welcome assistance dogs to your hotel

Assistance dogs are dogs who make the difference between independence and being independent. Between travel and stay at home.

Assistance dogs have been trained really well, and owners do have regular – annual or bi annual – certification checks by local or regional offices representing official assistance dog organisations.

The owner needs his or her assistance dog at all times. They are trained to:

- help and assist with opening doors, getting things
- help the owner stay calm
- help prevent a seizure or other attack
- guide the way
- be alert in any situation to know to stay or to go

Owners do have a certified assistance dog pass to confirm that their assistance dog is to be with them at all times. Also, assistance dogs wear an official assistance dog harness. Official documents you can ask for:

Assistance Dog ID – issued by a member of Assistance Dogs Europe, Assistance Dogs International or European Guide Dog Federation. Pet Passport (medical information)

At Check-In

- You can ask the guest to show the certified assistance dog pass
- You share where is the nearest dog relief area
- There is no extra fee for an assistance dog (as opposed to a pet)
- Do not pet the dog, because he is at work

Food and Beverage

- Make sure to have a few water bowls to welcome your four paw guests
- Do not offer any (dog) food, the dog is trained to accept food from his owner
- Assistance dogs can assist in the restaurant or bar. This means they will not stay under the table, but they are accompanying in all areas.

In the room

Please make a hotel sign that can be adjusted with adhesion tape on the hotelroom door of the (accessible) room the guest with an assistance dog stays in. For some people it is ok to leave their assistance dog in the room when they have breakfast for example. Or they get up later in the morning, due to their condition. In both situations, it is important to know for Housekeeping to skip this room and return there later.

This sign is crucial for the dogs wellbeing. If Housekeeping enters the room without knowing there is an assistance dog, it can be a unpleasant situation for both your staff and the dog. If an assistance dog gets disturbed it takes a long time to become his 'normal self' again, which is obviously not to the benefit of his owner.

Keep the sign ready at the Front Desk, preferably a few. Text suggestion:
"Assistance dog In the room. Do no enter. Check with owner first. Ask Front Desk for info or more details. Thank you."

In the pool, gym or other area

Assistance dogs are trained to be with their owner at all times. It is highly unlikely other hotelguests will be in an uncomfortable situation when they encounter an assistance dog. If the owner wants to use your pool, or the gym, he or she does that frequently, and the dog will know what to do.

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