



Pet Policy – Holiday Sales

Introduction

This policy outlines the rules and actions the company will follow in relation to holiday makers bringing pets on the park. It is to act as guidance when dealing with queries from holiday makers as to what our rules / conditions are when bringing pets on holiday. The procedure can be countermanded at any time by the Managing Director.

Definitions

Pet(s)	For the purpose of this document any domestic animal, bird, reptile, or species will be referred to as a pet.
Visitor	Any persons attending our park who is not an owner, holiday maker or employee.
Holiday Maker	Any person/party who are renting accommodation.
Owner	Any person who privately owns an accommodation.
Yaxham Waters	Yaxham Waters Holiday Park Ltd.
H&S	Health & Safety

Notice

Yaxham Waters requires notice that a pet(s) will be coming onto park at the time of booking. In most instances, a maximum of 2 pets will be allowed in any accommodation at any one time. This applies to any pets which are staying, as well as visiting the holiday maker. Charges will be made to the holiday maker for their pet coming to stay on the park. This is to cover additional cleaning fees.

Condition

The holiday maker must ensure that all pets staying/visiting the property are in good health and have been treated for worms, fleas, and any other pests within four weeks prior to arrival. Failure to ensure this may incur additional costs. All pets must have up to date immunisations. Dogs must be at least 10 months old.

Caring for your pet

Holiday makers are to supply their own pet bedding, towels for drying their pet, and anything that may be required to protect the lodge. Pets are not allowed on furniture or in bedrooms and must never be left unattended either inside or outside of the property, nor cause disturbance to neighbours. Pets should always be clean and dry before being brought into the property.

The holiday maker must clear up dog fouling and dispose of it immediately and remove any trace of the pet's occupation, both inside and outside of the property prior to departure. Failure to do so will incur charges being applied. Pet friendly properties do not necessarily have enclosed gardens – the holiday maker is advised to check the website for up-to-date information on this area. Gardens described as fully enclosed are not guaranteed to be dog proof, and dogs should not be left outside unattended. Dogs must be kept on a lead within the boundaries of an accommodation (including the garden).

Children must not be left alone with any animal. Registered assistance dogs are allowed in most accommodations featured on our websites, even if the accommodation description says that pets are not allowed.

It is the holiday maker's responsibility to ensure that suitable housing for pets is brought on arrival. For instance, appropriate cages for birds, tanks for reptiles etc.

Insurance / Behaviour

We recommend that any dog have insurance which includes sufficient pet liability cover. The holiday maker is always wholly responsible for the supervision and behaviour of their pet.

Banned Breeds

No banned breed of animal will be permitted on the park. This also applies to poisonous and venomous species. Should it be found that a holiday maker has disregarded our terms and conditions and brought onto the park, at any time, a breed of animal deemed to fall under the definition of a banned breed, it will result in the holiday maker and their whole party being asked to leave our park with immediate effect. No refunds or compensation will be awarded in this instance.

Allergies

If you or any member of the party has a pet allergy, we cannot guarantee that dogs, or other pets, have not stayed in your chosen accommodation, even if the Owner does not allow pets, nor can we accept any responsibility for any subsequent health reaction. Sometimes, Owners may take their own pets to an accommodation. It is your responsibility to make specific enquiries before booking. You should also read the information on taking pets on holiday included on The Hoseasons website.