



## Pet Policy – Holiday Sales

### Introduction

This policy sets out the rules and expectations for holiday makers bringing pets to Yaxham Waters Holiday Park. It provides guidance for staff when responding to enquiries and managing situations involving pets on the park. The Managing Director reserves the right to amend or override this policy at any time.

This policy exists to protect the safety and wellbeing of guests, staff, and animals, and to ensure compliance with Health & Safety requirements.

### 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
Accommodation	
Boundary:	The immediate footprint of the holiday unit, including decking and any private garden area directly attached to the accommodation. Pets must not be permitted beyond this boundary unless under full adult control.

### Notice Requirements

Holiday makers must notify Yaxham Waters at the time of booking if they intend to bring pets. Unless otherwise stated, a maximum of two pets is permitted per accommodation, including pets belonging to visiting guests. A pet fee will be applied to cover additional cleaning costs.

All visiting pets must also be declared in advance.

Failure to declare a pet may result in **refusal of entry or additional charges**.

### Pet Health Requirements

All pets staying in or visiting the accommodation must be in good health. They must have been treated for worms, fleas, and other pests within four weeks prior to arrival and must have up-to-date immunisations. Dogs must be at least 10 months old.

Pets must not display aggressive or dangerous behaviour and must not pose a risk to staff, guests, or other animals.

## Caring for Pets During Your Stay

- Holiday makers must provide their own pet bedding, towels, and any protective items required for the lodge.
- Pets are not permitted on furniture or in bedrooms.
- Pets must never be left unattended inside or outside the accommodation.
- Pets must not cause disturbance to neighbours and must be clean and dry before entering the property.
- Holiday makers must clean up after their pets immediately and remove all traces of pet occupation before departure. **Failure to do so will result in charges.**
- Pet-friendly properties may not have enclosed gardens. Even where gardens are described as enclosed, they may not be fully dog-proof.
- Dogs must be kept on a short, secure lead at all times within the accommodation boundary, including the garden.
- Long-line leads, extendable leads, or any lead exceeding 2 metres are strictly prohibited anywhere on the park.
- Dogs must not be tethered outside the accommodation, including on decking, grassed areas, pathways, or lower ground levels. Tethering systems that allow a dog to roam beyond the immediate footprint of the accommodation are not permitted under any circumstances.
- Dogs must remain under the physical control of a responsible adult at all times.
- Holiday makers must secure pets safely when staff (e.g., housekeeping, maintenance, grounds teams) need to approach or enter the accommodation area.
- Children must not be left alone with any animal.
- Registered assistance dogs are permitted in most accommodations, even where pets are otherwise not allowed.
- Holiday makers must bring appropriate housing for their pets (e.g., cages for birds, tanks for reptiles).

## Insurance / Behaviour

Holiday makers are strongly encouraged to ensure their dogs have insurance that includes adequate pet liability cover.

Holiday makers are **liable for any damage, injury, or incident caused by their pet.**

Any pet displaying aggressive behaviour, including biting, snapping, or lunging, may be required to leave the park immediately.

### **Banned Breeds**

No banned breed of animal is permitted on the park. This includes poisonous or venomous species. If a holiday maker is found to have brought a banned breed onto the park, they and their entire party will be required to leave immediately. No refunds or compensation will be issued.

Failure to disclose a banned breed is considered a breach of contract.

### **Allergies**

We cannot guarantee that pets have not stayed in any accommodation, even where owners do not permit pets. We accept no responsibility for allergic reactions. Owners may occasionally bring their own pets to their accommodation. Holiday makers with allergies must make enquiries before booking and should review the guidance on the Hoseasons website regarding taking pets on holiday.

A deep-clean service may be available at an additional charge for guests with specific allergy concerns.