

Assistance Dogs Policy

The Equality and Human Rights Commission states that: ***“Assistance dogs are highly trained which means they: will not wander freely around the premises, will sit or lie quietly on the floor next to their owner, and are unlikely to foul in public places”***

Assistance Dogs UK registered assistance dogs are welcome in our venue, however, we recognise that not all assistance dogs are registered with Assistance Dogs UK Members, and that assistance dogs can be trained by their owners.

Where an assistance dog has not been trained by Assistance Dogs UK registered charity, we may customers to confirm that their dog has been adequately trained. In order to allow your dog entry, we may ask you to demonstrate the following:

- That your dog will remain close to you and will not wander around the premises or approach other customers.
- Your dog will not be distracted or reactive to the noise and bustle of an event.
- To only go to the toilet on command outside of the venue.
- Your dog will sit or lie quietly next to you.

If your dog cannot comply with the above, then we may ask you to take it from the venue. This request is to ensure we meet customers' access requirements, whilst ensuring we also fulfil our legal obligation to provide a safe environment for all customers.

Please be advised that your dog must remain with you and under your control during your visit to the venue, and by reading this policy, you accept that your dog is your responsibility throughout your visit. We can provide water for your dog during your stay - just ask a member of staff.