

# Dog Friendly Toolkit

## How to Welcome Visitors with Dogs

Visit **County Durham**



**24%**  
of all UK households  
have dogs

According to the Kennel Club it has been proven that businesses will have a more productive and efficient workforce if they allow dogs into the workplace by reducing stress levels.



## Why dog friendly?

Many tourism websites have a section for dog-friendly accommodation. More and more people prefer to take their dogs on holiday rather than put them in kennels or hire dog minders. Given that about 6-7 million homes have dogs - this represents a substantial market for those providing tourism services.

Durham is a great place to bring a dog on holiday. With so much space to run around, lakes and river to explore, furry friends will have a great time.



## Dog Friendly Durham

Visit [www.thisisdurham.com/dog-friendly](http://www.thisisdurham.com/dog-friendly) which provides information on dog friendly attractions and activities, events, walks, accommodation and places to eat and drink.



1. Local amenities – vets, pet shops, day boarding kennels
2. Transport – most bus and train operators allow dogs to travel. Find information about transport providers that allow dogs on their services.
3. Make sure you understand the Country Code and pass the information onto your guests.

### Case study

#### Raby Castle, Staindrop

Raby Castle recognises the importance of allowing visitors to bring their dogs with them, especially from visitors from out of the area who have nowhere to leave their dogs. Being dog friendly does not mean having to allow access to all areas of a visitor attraction.

Raby ensures that they are clear about the areas of the site that are and are not accessible for dogs on the “visiting us” section of their website. Due to the historic nature of the site, only assistance dogs are allowed inside the Castle, however dogs are welcome in the Walled Garden, and year round in the 200 acres of parkland. Due to the grounds hosting large herds of red and fallow deer dogs must be kept on leads. To further enhance access to dog owners Raby now allows dogs in its Stables Café and for those really muddy four legged friends there is a covered area to enjoy take away drinks, located in the Coach Yard. Raby is also organising monthly dog walks which will allow people into normally private areas of the Estate.

The information below should help you to become a more dog friendly business. It is meant as a guide and is not a checklist. It is useful to provide pre-arrival information online and in flyers so dog owners understand your policies on visiting dogs.

## Dog friendly accommodation

1. Provide an enclosed and safe outside space – do you provide bags or scoops to pick up dog dirt?
2. Information about local walks – highlight routes that contain livestock and need to be avoided?
3. Dog waste bins – where are they situated?
4. Provide a dog bed or do visitors need to bring their own?
5. Why not provide old towels that can be used to dry wet dogs and blankets to cover furniture?
6. Do you allow dogs to be left in the property alone? Make sure you let your guests know the rules.
7. Ensure that your guests and their pets are courteous to your neighbours.

## Dog friendly attractions

1. Can dogs access all areas and at all times? If not you need to be clear about this information in advance of visiting.
2. Is there a dog exercise area and is this signposted?
3. Provide drinking water bowls on site.
4. Provide dog waste bins on site.
5. Are dogs allowed in eating areas – if not is there somewhere they can be left?



### Case study

## The Kingslodge Hotel, Durham

The Kingslodge Inn have seen a rise in the number of people visiting with dogs, both as day visitors and overnight guests. To them, catering for the Hound Pound, makes strong business sense. They have been careful to create an environment where dog lovers and people without a dog can enjoy together, ensuring that they take hygiene seriously.

They ensure guests and their dogs make the most of their time in Durham, investing in staff training and information about dog friendly attractions and places to visit and go for walks.

Overnight four-legged guests get a complimentary welcome pack, including dog biscuits and poo bags and a suggested list of the dog friendly places and activities to see and do.

Dogs are given a tasty biscuit on arrival (with owners' permission) and can enjoy the comfy areas within the inn where dogs are welcome. There are designated dog friendly rooms with dog trays for feed and water bowls, with easy access for dogs and owners to come and go easily.

### For more information:

- [www.thisisdurham.com/dog-friendly](http://www.thisisdurham.com/dog-friendly)
- [www.thekennelclub.org.uk/our-resources/kennel-club-campaigns/be-dog-friendly/should-your-business-become-dog-friendly/](http://www.thekennelclub.org.uk/our-resources/kennel-club-campaigns/be-dog-friendly/should-your-business-become-dog-friendly/)
- [www.outdooraccess-scotland.scot/Practical-guide/public/dog-walking](http://www.outdooraccess-scotland.scot/Practical-guide/public/dog-walking)
- [www.uktravelandtourism.com/pet-friendly/england/county-durham](http://www.uktravelandtourism.com/pet-friendly/england/county-durham)