

The Queens Dog Policy

Welcome to The Queens!

Four-legged guests are welcome in selected room categories on the lower floors of The Queens, Leeds.

To provide you and your dog with the most hassle-free stay please refer to the below guidelines, or feel free to contact a member of our Reception or Concierge team who can assist you with further information, by dialling 0 from your in-room telephone.

Pet Policy -

1. A maximum of one large dog or 2 small dogs are allowed in your bedroom. Weight restriction is 40KG.
2. Dogs are not allowed in any restaurant. They are welcome in your bedroom, the main lobby and the lobby Café Bar. (Service dogs are allowed throughout the hotel, including the restaurants and lounges).
3. We politely request that you bring their favourite doggy bedding, toys, waste bags, etc with you, and do not let them use the hotel beds or chairs.
4. The hotel does not provide food for your dog.
5. Please provide your contact number so that we can contact you throughout your stay for noise related issues
6. The hotel staff will not give any assistance with the care and cleaning up after your dog.
7. The hotel does not accept liability for any loss, damage, illness to your dog, or any dog paraphernalia.
8. Your room(s) will not be serviced whilst your dog is in the room.
9. Dogs must not be left unattended in the bedroom for any period.
10. Any fouling in bedrooms or public areas must be cleaned up immediately and the area sanitized by yourself. Failure to do so will result in a penalty charge of £150.00.
11. Please use designated dog foul bins provided for disposing of such waste (external to hotel).
12. All dogs must be always kept on a leash or in a carrier in hotel.
13. We welcome well-behaved and trained dogs. Dog(s) that are deemed to be a nuisance or danger to other hotel guests must be removed from the premises immediately. This includes persistent barking during the stay and disturbing neighbouring guests. The hotel reserves the right to make this decision at any time.

Dog Policy - Terms & Conditions

**To be signed upon registration at the hotel

The hotel will accept well behaved dogs staying in designated guests' rooms and understands that the dog will be fully house trained and will not disturb other guests in adjoining rooms either above, below, opposite or beside the room occupied by the dog owner.

Only 1 large dog, or 2 small / medium dogs per room. We will have no hesitation refusing entry if dogs are not as described, you will also be charged for the room you have booked directly or through a third-party booking site.

In the event where the dog has caused damage to the room or any item of furniture such as but not limited to wardrobe, dressing table, doors, bed frames, bed legs, skirting boards, curtains, bedding, carpet, window frames, cables either electrical or otherwise, kettles, trays or accessories, a charge will be billed immediately (even if still in house) to the guest who's credit or debit card was left upon arrival.

Any damage caused to the room through the dog fouling, urinating, vomiting or otherwise, will be charged at a minimum cost of £150.00 or the professional cleaners rate if higher, by those who are experienced in this cleaning process either from an outside source or an experienced member of the hotel management team.

If it is felt that the room cannot be re-let due to cleaning, damage etc. a further cost may be added to the guest's credit/debit card for loss of revenue up to the maximum cost of £400.00 per night that the room is out of service. This will consider the loss of revenue if the room cannot be sold/let to guests that night.

For any damage (if any) brought to the owner's attention, an amount will be paid by the dog owner to cover the replacement of any item or items of furniture at the current new for old price, the cost put on the dog owner is accepted by staying and signing in on arrival at the hotel.

If the damage is noted after the guest leaves with the dog, the hotel owners have the right to and will process the amount needed to purchase new fittings or furniture as mentioned in this agreement.

If there is any damage to furniture on guest's arrival in any shape or form, this must be brought to the hotel's attention at once, as we will assume the damage was not there on your arrival/checking in to the property.

Upon arrival you will be asked to sign agreement to this policy. However, by staying at The Queens, Leeds, you agree to all our terms and conditions whether the dog policy is signed or not. If you disagree with the policy in any way, bring this to our attention at check-in and we can cancel your booking, taking only the first night's full payment and we will be happy to assist you to find alternative accommodation.

From myself and all the team at The Queens, I hope you have a wonderful stay.

Yours sincerely,

Bob Fairweather
General Manager

Print: _____

Sign: _____

Date: _____