



Domestic Animal Policy

IHG Army Hotels will accept domestic animals provided the guest and the hotel management team adhere to the following guidelines and policies under the definitions listed below.

Definitions according to the Americans with Disabilities Act (ADA)

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Emotional Support Animals. While Emotional Support Animals or Comfort Animals are often used as part of a medical treatment plan as therapy animals, they are not considered service animals under the ADA. These support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals. Therapy animals provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning.

Army Policy

This policy applies to all Army Installations and all types of Army housing and lodging, including IHG Army Hotels, and applies to privately-owned domestic animals.

- Guests may not bring into the hotel any dog of a breed (including a mixed breed) that is deemed aggressive/dangerous or potentially aggressive/dangerous. These breeds have been identified and defined as Pit Bulls (American Staffordshire Bull Terriers or English Staffordshire Bull Terriers), Rottweilers, Doberman Pinschers, Chows and wolf hybrids. This policy also applies to other dogs that demonstrate a propensity for dominant or aggressive/dangerous behavior as demonstrated by any of the following:
 - a) Unprovoked barking, growling, or snarling when people are present
 - b) Aggressively running along fence lines when people are present
 - c) Attacking, biting and/or scratching people or other domestic animals
 - d) Escaping confinement or restriction to chase people or other domestic animals
- It is unauthorized to bring any exotic, wild, or farm species onto any installation for other than official purposes without prior written approval from the Installation Commander. Please refer to Army Policy – Domestic Animals on Army Installations on www.army.mil for a complete species list.
- **Service Animals.** The above listed installation guidelines do not apply to service animals. However, if a particular service animal behaves in an aggressive/ dangerous manner as listed above, the animal may be barred from the installation at the direction of the installation Garrison Commander.

Guest Guidelines

- All guests with domestic animals staying at the hotel must have a valid credit card on file at the front desk. A Pet Agreement must be filled out and signed upon check-in, including service animals.

- Proper medical documentation of each pet must be available upon request (up-to-date vaccination records).
- An initial non-refundable pet fee of \$75 will be charged to guest's account upon arrival and starting from the 6th night, a daily pet fee in the amount of \$7 will be charged. Service Animals are exempt from these fees.
Note: If extensive cleaning and repair is necessary beyond the normal deep cleaning process, the guest may be charged additional fees.
- Guests must immediately report any damages found at check -in so that management can address.
- Guests are responsible for any damages to the room and its contents, by their domestic animals including any service animals. The guest's room will be inspected for such damages prior to check-out.
- Domestic animals must be placed in a crate or pet carrier when the guest leaves the hotel premises.
- A maximum of two (2) pets is allowed per room, with the exception of service animals.
- Pets over 80 pounds will not be accepted into the hotel with the exception of service animals.
- Guests must walk their pets in designated walk areas only. This includes service animals.
- Guests are responsible for picking up after their pet and/or service animal in and around the hotel at all times. Please use the exterior trash receptacles or the dumpster for disposal.
- Noise/Disruptive Complaints - Barking and noise that is disruptive to other guests in the hotel is not acceptable. Upon receipt of two (2) noise or disruptive complaints, the guest may be asked to make alternate arrangements for their pet.
- Pets must be non-aggressive and restrained on a controllable leash at all times when outside the guest room.
- Allowed pets are confined to dogs and cats in accordance with the Installation's Regulations. Other animals are NOT permitted in the hotel.
- Weekly Housekeeping - IHG Army Hotels reserves the right to enter and clean each room on a **daily** basis. The pet must be crated or removed from the room prior to the "standard" cleaning day, or other arrangements must be made with the hotel management.

Hotel Management Guidelines

- During the reservation process, guests must be made aware of the above Guest Guidelines so there is no question as to the IHG Army Hotels Pet Agreement and required vaccination documentation.
- All guests with a pet and/or service animal must agree to and sign the Pet Agreement. Hotel staff must provide the guest with a copy of the signed Pet Agreement and the Domestic Animal Policy. All guests with a pet and/or service animal must display "Pet in Room" sign on their guest room door.
- Specified non-refundable fees must be collected from each guest with a pet at check-in.
- Ensure a valid credit card is on file.
- Guests must read and sign the IHG Army Hotels Pet Agreement form at check-in.
- Ensure that the pet is not disrupting other guests.
- The guest's room must be inspected for damage prior to checking the guest out of the hotel. An "Inspected By" signature must be made on the room's pet policy form given to the guest at check-in. This form must be kept on file and will be reviewed during a Quality Review.
- Upon check-out of the guest, the room must receive a Room Care and Deep Clean process. All bedding and linen must be removed and replaced. Carpet must be cleaned by commercial carpet extractor or commercial carpet cleaning company. If additional cleaning is required, it must be done and completed prior to checking another guest into the room.
- Hotels must display "Pet Walking Area" sign designating the outside pet area.