
Dog Access Policy – Customer Dogs in Dining Areas

1. Purpose

This policy establishes the procedures and controls for permitting customer dogs within designated areas of the restaurant (Bar area and outside terrace area unless they are approved guide dogs then allowed in Restaurant area) while ensuring compliance with food safety legislation, protecting customers and staff, preventing food contamination, and safely managing animals on the premises.

2. Legal and Regulatory Framework

This policy is implemented in accordance with:

- Food Safety Act 1990
- Food Safety and Hygiene (England) Regulations 2013
- Health and Safety at Work etc. Act 1974
- Guidance issued by the UK Food Standards Agency regarding animals on food premises.

Animals are generally prohibited from food preparation areas; however, dogs may be permitted in customer dining areas where adequate food safety controls are implemented.

3. Scope

This policy applies to:

- Customer dogs present in public areas of the restaurant
- Restaurant employees and contractors
- Management responsible for food safety and health & safety compliance

This policy does not restrict assistance dogs, which must be accommodated in accordance with equality legislation.

4. Permitted Areas

Dogs are permitted only in designated customer seating areas.

- Bar area
- Outside terrace area
- 'Assistance Dogs (Service Dogs)' are permitted access all areas

Dogs are strictly prohibited from entering:

- Kitchens
- Food preparation areas
- Food storage rooms
- Food service counters
- Bar preparation areas
- Any area where open food is handled

5. Customer Responsibilities

Customers bringing dogs onto the premises must comply with the following requirements:

- Dogs must be always kept on a lead and under control.
- Dogs must remain on the floor beside the owner's table.
- Dogs must not sit on chairs, benches, or tables.
- Dogs must not obstruct walkways, emergency exits, or service routes.
- Owners must ensure their dogs do not bark excessively, approach other customers without permission, or display aggressive behaviour.

Management reserves the right to refuse entry or request removal of any dog that poses a risk to hygiene, safety, or customer comfort.

6. Health and Safety Risk Management

Potential risks include trip hazards from leads, dog bites, allergic reactions, and hygiene contamination.

Control measures include:

- Dogs remaining under tables where possible, or on the floor beside the owner
- Leads kept short and controlled
- Aggressive or disruptive dogs removed immediately
- Customers with allergies seated away from dogs where practical

7. Management Authority

Management reserves the right to refuse entry into any dog, restrict dog access during busy periods, or remove dogs that compromise safety, hygiene, or customer experience, and aggressive, disruptive to others and cannot be controlled by owner.