



Vale of Glamorgan Dog Friendly Destination

Paws in the Vale – How We Do It!



Introduction

We are delighted to have you on board the Paws in the Vale Pilot.

Paws in the Vale is a Leader funded Creative Rural Communities, Vale of Glamorgan Council dog friendly pilot scheme for the rural Vale of Glamorgan. We want to learn how to do dog friendly really well but at the same time avoid some of the pitfalls that might come with being dog friendly. At the heart of the pilot is responsible dog ownership.

On the 18th of July, we held a workshop and invited all accommodation providers, shops, eateries and attractions in the rural Vale of Glamorgan and discussed what we can do as an industry to help dog owners be responsible. One thing that we have learned is that if dog owners have good information they will make good choices. Most dog owners want to dispose of dog waste in the appropriate bins and want a trouble free walk without harming wildlife or livestock.

It is important that if your business says it is dog friendly you are simply not being dog tolerant. Embrace dog friendly with open arms. That doesn't mean you have to let dogs sleep on the furniture but they should be allowed to sleep in the accommodation. If you are a pub, café or restaurant, there should be a space inside (not just

outside) your premises where dogs are welcome.

Here are some guidelines and suggestions we would like all Paws in the Vale pilot participants to consider.

There are some resources available you. Please head to www.visitthevale.com/pawsinthevale and check out the following Paws in the Vale trade support:

- a) Video - Top tips from dog friendly tourism operators in Cornwall
- b) Video - Dog friendly workshop
- c) Samples of dog friendly guidelines to write your own guidelines
- d) List of participating Paws in the Vale participants (accommodation, eateries, attractions, shops and great walks)
- e) Free listing on Dog Friendly UK (see note at end for details)
- f) Logo for website (we also have free decal logo stickers for windows)
- g) Dog Walking Countryside Code



Shops

You can be a great Dog Friendly shop and help promote responsible dog ownership by following these simple suggestions:

Welcome

- Proudly display your Paws in the Vale sticker in the window.
- Welcome the dog owner and dog. Ask the owner before you stroke the dog.
- Consider putting a water bowl outside and having dog treats at the till. Do ask the owner if they can have a treat before giving the dog one. Some dogs have sensitive tummies! Also, if you do put out water for dogs, please remember to change at least twice a day. This will prevent them from getting sick from dirty water.
- Think about having dog waste bags to give away or to sell.
- If you have a website or Facebook page, put the Paws in the Vale logo on it.

Guidelines

- Establish your Dog Friendly guidelines and ensure all your staff know about your dog friendly offer. How many dogs can you accommodate? Limit on size?
- If you are refusing entry to a dog owner, nicely tell them why.

“Thanks for coming to shop with us today. We already have 2 dogs in the shop and cannot accommodate another one. Would you mind coming back or waiting a few minutes?”

Information

- All staff in shops should be able to provide some basic information
 - Dog waste is allowed in any bin.
 - Recommend a good walk nearby.
 - Let dog owners know that there is a lot of information on where to visit, stay or eat with their dog on our website
www.visitthevale.com/pawsinthevale



Café, Pubs, Restaurants, Coffee Shops

Our dog owning visitors will want to stop for a bite to eat or drink with their 4 legged friends. You can be a great dog friendly eatery and help promote responsible dog ownership by following these simple suggestions:

Welcome

- Proudly display your Paws in the Vale sticker in the window.
- If you have a website or Facebook page, put the Paws in the Vale logo on it and state that you are dog friendly. Many visitors will look on your website to see if you take dogs. If you don't put this on your site, you may be missing customers.
- Welcome the dog owner and dog. Ask the owner before you stroke the dog.
- Have dog bowls available with fresh water. Also, if you do put out water for dogs, please remember to change at least twice a day. This will prevent them from getting sick from dirty water.
- Consider having dog treats to give away or sell. Do ask the owner if they can have a treat before giving the dog one. Some dogs have sensitive tummies!
- Consider having a dog menu. Ensure the ingredients are listed.
- Consider having dog waste bags to give away or to sell.



Guidelines

- Establish your Dog Friendly guidelines and let all your staff know your dog friendly offer. How many dogs can you accommodate at any given time? Do you have specific areas where you can accommodate dogs?
- Remember to be truly dog friendly, space should be provided inside your establishment for dogs.
- Put your guidelines on your website
 - “We welcome dogs but suggest that you book in advance for one of our dog friendly tables or area”
- If you are refusing entry to a dog owner, nicely tell them why
 - “Thanks for coming to eat with us today. We do suggest on our website that you book in advance if you have a dog. All of our dog friendly tables are taken. Would you mind waiting?”

Information

- All staff in should be able to provide some basic information
 - Dog waste is allowed in any bin.
 - Recommend a good walk nearby.
 - Let dog owners know that there is a lot of information on where to visit, stay or eat with their dog on our website.

Amenities

- Consider having a post, heavy furniture, or a ring where an owner can tether their dog. This will help reduce the risk of a dog running loose and bothering other people. It is not advisable to tether dogs outside unattended. Dog theft is a real threat and dog owners are liable for the actions of their dogs.



Accommodation Provider

So many people now want to travel with their pets. Accommodation providers are a trusted source of information and recommendations. You can help make a visit more enjoyable and promote responsible dog ownership by following these Paws in the Vale suggestions:

Information to be provided to guests before arrival and at time of booking.

- Any restrictions on size and number of dogs accepted.
- Any additional charges for accommodating dogs and what these charges include.
- Let guests know your in house policy i.e. can dogs be left in room, any areas of accommodation that are off limit to dogs, no dogs on furniture or dogs allowed on furniture etc.
- Please request an up to date worming and flea programme.

Information for Guests after arrival

- The best place to go for quick walk on your grounds or nearby.
- House rules on how to dispose of dog waste whilst on your grounds.
- Information on great walks for a day out.
- Details of local dog walkers, sitters, kennels, groomers and vets.
- Dog friendly attractions, places to visit and places to eat.
- Dog Countryside Walking Code.
- Welcome pack with information.



Facilities and Services

Consider having the following

- Water Bowl
- Dog Treats
- Dog waste bags
- A place where dogs can be washed (yes it can get muddy on walks!)
- Dog towels
- Throws and covers
- Dog food
- Spare leads
- Treats
- Dog toys
- Temporary dog tags with the name of your hotel and phone number.

Do ask the owner if they can have a treat before giving the dog one. Some dogs have sensitive tummies! Also, if you do put out water for dogs, please remember to change at least twice a day. This will prevent them from getting sick from dirty water.

Welcome

- Proudly display your Paws in the Vale sticker in the window.
- If you have a website or Facebook page, put the Paws in the Vale logo on it and state that you are dog friendly. Many visitors will look on your website to see if you take dogs. If you don't put this on your site, you may be missing customers.
- Welcome the dog owner and dog. This will help establish a loyal customer.

Safety and Security

Think about

- Signage/Communication to alert staff and other guests to the presences of dogs in the accommodation.
- Communicate about any land on premises. Is it fenced in?
- Ask the owner before you pet the dog. The dog may be nervous and scared after its travels.

Note : Dog Friendly UK Free Upgraded Listing



Dog friendly UK has made a generous offer to all business that are participating in the Paws in the Vale Pilot.



Why not consider listing your Dog Friendly business on Dog Friendly UK?
<http://www.dogfriendly.co.uk/home/>

A basic entry on the website is free of charge. Dog Friendly UK however is offering a Level 2 Advertisement free for 1 year. They normally charge £45 + VAT for a level 2 advertisement for one year. With the upgrade, you can add 2 photos and a 150 word description. This ensures that the listing is one of the top listings.

Businesses who want to take part, need to email linda@dogfriendly.co.uk and she will send you a form to complete.

Offer expires 31 January 2017.

 www.visitthevale.com/pawsinthevale

 [@PawsintheVale](https://twitter.com/PawsintheVale)

 www.facebook.com/PawsintheVale

 pawsinthevale@gmail.com

creative 
RURAL COMMUNITIES

VALE of GLAMORGAN

BRO MORGANNWG

