



Pet Policy SOP

Department:	Hotel Operations, Security	Position:	All
Division:	Hotel	Effective Date:	01/01/2020
SOP:	Pets/Service Animals	Revised Date:	10/07/2019

POLICY:

Team Members will be aware of the Pets & Service Animals Policy as it applies specifically to Westgate Resorts. Westgate properties will allow dogs on property as “pets”, no other type of animals are permitted on property as pets. Service animals are not considered “pets” under the law. A service animal is a dog or a miniature horse that is individually trained to do work or perform tasks for the benefit of a person with a qualified disability. Animals whose sole function is to provide comfort or emotional support to individuals may not qualify as “service animals” under the ADA. An animal in training to be a service animal is not considered a service animal under the ADA.

PROCEDURES:

General Pet Policy for Westgate Resorts:

1. Westgate Resorts will allow up to two (2) dogs per room/suite as “pets”, no other types of animals are permitted on property.
2. A dog must not exceed 60 pounds, or in the case of 2 dogs, they must not exceed 60 pounds combined. Height and length restrictions apply: dogs can be no longer than 36 inches and no taller than 36 inches.
3. A mandatory, non-refundable cleaning fee of \$100 will be charged upon check in for dogs reported to Front Desk. An additional \$100 penalty will be charged for dogs unreported and found in the room/suite.
4. While the dog is in the room/suite, it is required to be supervised by the guest or crated at all times.
 - o At the time when Housekeeping services are provided, the housekeepers will not service the room/suite if the dog is left unattended.
5. When the dog is out of the room/suite and on property, the dog is required to be on a leash and under the control of the handler.
6. In the event the dog damages, soils/stains fabric or carpet beyond normal cleaning, additional charges will be assessed.
7. Dog Relief Areas may be provided for the guest convenience. If not, guests are expected to take their dogs outside of the property’s public areas for any relief.
 - o Dogs will not be permitted in any guest public areas for relief.
8. The handler is required to pick up and properly dispose of any dog deposits in the dog relief area.

9. It is the guest's responsibility to confirm with the Front Desk as to the locations outside of the guest's room/suite where the dog is permitted.

- o A dog is not allowed in public areas, including but not limited to: restaurants, spa/salon, pool areas, showrooms, convention spaces, casino, and/or common retail spaces.

10. Certain dog breeds have a reputation for being more aggressive than others. For the safety of all guests, these breeds are not allowed on property. Dog breeds may include, but are not limited to: Great Dane, Sharpei, Pit Bull, Rottweiler, German Shepherd, Husky, Alaskan Malamute, Doberman Pinscher, Chow Chow and Presa Canario (other dog breeds at discretion of Management). Any dog, regardless of breed, that shows aggression will be asked to be removed from the property.

11. A dog will not be permitted to disturb other guests.

- o Aggressive behavior, even for breeds not listed in Section 10, will not be permitted to stay on property.

- o Excessive barking will result in the owner of the pet needing to find proper accommodations for their dog, not on Westgate premises.

12. Any restrictions set forth herein including limitations on size, breed or amount of dogs an individual can have or a location where a dog can be present with its owner or handler referenced herein only apply to pets and not service animals.

Service Animals

1. Dogs and certain miniature horses (height 24-34 inches, weight between 70 & 100 pounds) are eligible to be recognized as service animals under Titles II and III of the ADA.

2. A service animal is a dog or a miniature horse that is individually trained to do work or perform tasks for the benefit of a person with a disability.

- o Examples of such work or tasks include guiding people who are visually impaired, alerting people who have hearing loss or are considered deaf, pulling a wheelchair, alerting or protecting a person 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 service animal has been trained to provide must be directly related to the person's disability.

- o Animals whose sole function is to provide comfort or emotional support may not qualify as service animals under the ADA.

3. Generally, Title II and Title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are normally allowed to go.

- o For example, in the hotel it would be inappropriate to exclude a service animal from common areas such as dining rooms. However, it may be appropriate to exclude a service animal from kitchen areas where the animal's presence may compromise a sanitary environment for food preparation.

4. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents these devices.
 - o In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
5. When it is not obvious what service an animal provides, only limited inquiries are allowed. Team members may ask two questions:
 - (a) is the dog/miniature horse a service animal required because of a disability? and (b) what work or task has the dog/miniature horse been trained to perform?
 - o Team Members **cannot** ask about the person's disability, require medical documentation, require a special identification card or training documentation for the service animal, or ask that the service animal demonstrate its ability to perform the work or task. Also, when the animal's service is open and obvious, a Team Member should refrain from any inquiry.
6. A person with a disability cannot be asked to remove the service animal from property unless:
 - (a) the service animal is out of control and the handler does not take effective action to control it,
 - (b) when it is determined that the animal's behavior poses a direct threat to the health or safety of others, or
 - (c) the service animal is not housebroken.
 - o When there is a legitimate reason to ask that a service animal be removed, team members must offer the person with the disability the opportunity to obtain the goods or services without the animal's presence.
7. The mandatory cleaning fee is waived for service animals.
 - o Damage caused by a person with a disability or their service animal will be charged according to the hotel's standard procedures.
8. Team Members are not required to provide care or food for a service animal.

Additional Information for Departments

Front Desk

1. Team members will review the Pet Policy Form with the guest upon check in.
 - o Team members will provide directions to the Dog Relief Area.
2. Both team member and guest must sign the form.
 - o The signed form will be given to the Manager on Duty.
 - o The Manager on Duty will scan and save the form for future reference.
3. A copy of the signed form will be provided to the guest upon request.

4. Guest will be required to have an additional authorization of \$100, on top of the normal \$50 authorization, on their credit card. This will be taken in the event that there is a need for additional charges upon check out due to the dog on property.
5. The \$100 mandatory cleaning fee will be hard charged upon check-in on a separate folio.
6. A Fixed Request for Housekeeping will be added in reservation comments.
7. A guest with a pet will be assigned a room/suite on a designated pet-friendly floor. A disabled individual is not restricted in where he/she can take his/her service animal.
8. If a dog is left unattended or is unapproved, the Manager on Duty will request Security to lock out the guest room, so the guest is required to come to the front desk.
 - o The guest will be required to sign the Pet Policy Form and be charged \$100, or be given the option to find the animal other accommodations outside of the property.
9. Any charges referenced herein required of pets will not be imposed to individuals with service animals unless the service animal causes damage and in such case, Westgate will impose the same charge it would impose for a pet if a pet caused the damage.

Housekeeping

1. GRAs will notify Supervisors when a pet is found unattended in the guest room.
 - o Supervisors will contact Front Desk to ensure that the dog has been approved to stay, a pet policy form has been signed and the cleaning fee was charged.
2. Prior to check-out, Supervisors will notify a Manager on Duty of any additional cleaning required in the room/suite that a guest must be charged for. (i.e. stained carpet or fabrics)
3. Housekeeping will ensure that the room/suite is deep cleaned prior to the next guest arrival.
 - o All linens are removed from room/suites, including bedspreads, mattress pads, etc. for proper washing.
 - o All linen from pet-friendly rooms will be placed in a bag labeled 'pet' and will be cleaned separately from the other linen inventory.
4. The room/suite will be deep cleaned; using Westgate Resorts authorized cleaning products, which includes all furniture, glass, tables, ceiling vents, etc., so as to ensure a clean and safe room/suite. Floors will be cleaned using a neutral cleaner to eliminate odors and bacteria, followed by a deodorizer to ensure freshness and elimination of pet hairs.

Security

1. Team members will enforce this policy throughout the hotel and public areas.

ACKNOWLEDGEMENT:



Pet Policy SOP

I acknowledge that I have reviewed and understand this department policy. I acknowledge that any violations of this policy may result in progressive disciplinary action, up to and including termination of employment.

Team Member Signature/TM#		Date:	
Manager Signature/TM#:		Date:	