

THE
EGERTON HOUSE
HOTEL



Dear Guest,

We are delighted to have both you and your VIP (Very Important Pet) as our guests at The Egerton House Hotel. With the comfort, security, and peace of mind of yourselves and other guests in mind, we have compiled a comprehensive list of all the services that we offer, in addition to a few guidelines whilst you are staying with us.

- While we aim for the Egerton to be a home away from home for both you and your dog, we understand that being left on their own in an unfamiliar environment can often be stressful for your pet. This can lead to barking or other potential accidents, as such we ask that pets not be left unattended in guestrooms for extended periods.
- Should you need to leave your furry friend on their own for a while, please don't hesitate to let us know and, with a preferable 72-hour notice period, one of our team would be happy to assist with organising pet sitting.
- For your pet's enjoyment we offer a dedicated and specially curated dog menu, carefully prepared by our kitchen team with the health and wellbeing of your pet in mind. This can be ordered as room service or in the comfort of our drawing room and bar. Regrettably, due to local restrictions the presence of pets in our dining room during breakfast service is not allowed. Naturally, this exclusion does not apply to guide dogs. For breakfast and dinner, you and your dog are welcome to join us in our drawing room and bar.
- Staying at a hotel can be exciting for everyone, especially our four-legged friends, with plenty of new smells and interesting sounds. As such, when outside of your guestroom we kindly ask that your pet be kept on a leash with a maximum length of 6ft, or 2m.
- All our guests are treated to the same five-star service no matter the number of legs. For your pet's comfort and enjoyment, bedding, bathrobes, bowls, and blankets are all provided as standard, as well as a welcome gift and toy. If it has not been communicated already, please do let us know your dog's size so that we may prepare accordingly. Additionally, should you wish to bring your pet's comforts from home, do let us know and items can be removed. It is also often far easier for you and your pet to have daily housekeeping service arranged whilst you both are out enjoying your day. Please contact the hotel's reception team to co-ordinate daily service.
- Through our partnership with Love My Human, a local boutique and grooming parlour, we would be delighted to assist with organising all manner of spa treatments and grooming for your pet. Please do let us know in advance and our team will happily assist with organising.

In the unlikely event of damages caused to any hotel property and/or personal injuries resulting from your pet, the hotel management reserves the right to charge your chosen payment method with an amount commensurate to the cost of such damage. For this reason, we require a deposit of £500.00 on arrival, which can be held on a credit card or settled with a debit card or cash and reimbursed upon departure. Damages are classified as any lasting or permanent damage that we are unable to clean or rectify without specialist services.

The aforementioned amount will be pre-authorised on your credit/debit card or taken as cash deposit upon arrival as a pet security deposit, and reimbursed or credited to your account following a room inspection upon departure.

Should you have any questions or need clarification on these policies, please do not hesitate to contact the hotel directly or request to be connected to the Hotel Manager.

We thank you most sincerely for choosing The Egerton House Hotel for your London visit and we endeavour to make it a memorable one for both you and your beloved pet. Please don't hesitate to reach out to our dedicated team if there is anything at all we can do to enhance your comfort. We look forward to welcoming you very soon.

Yours sincerely,

Dean Sparrow
General Manager

Please confirm that you have read and accepted the policies and procedures as mentioned above.

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Name

Signature

Date