

## **The safety and wellbeing of all animals, including yours, is our absolute priority.**

To protect our animals and your own, dogs and visiting pets are not permitted at Port Lympne or Howletts Wild Animal Park, except for registered assistance dogs.

If you are bringing an assistance dog onto site, day visitors must notify us no less than 72 hours before arrival. Overnight guests must let us know when booking.

We ask that you meet with the Duty Animal Manager on arrival and present evidence of your dog's registration (e.g. ADUK booklet) and vaccination records. One of our friendly experts may also conduct a quick health check of your dog, to make sure they are well enough to enter the park.

### **Terms & conditions:**

- No visiting pets are allowed on site at Howletts Wild Animal Park or Port Lympne Reserve except for registered assistance dogs with an accredited provider.
- Pets are not allowed to be left in cars in our car parks – even with ventilation and access to water.
- Assistance dogs in training are not allowed into the parks.
- We do not have any kennelling facilities on site.
- Any dog visiting the parks must be fit and healthy and must not have shown any signs of ill health, including diarrhoea or vomiting, in the previous 24 hours.
- Any dog visiting the parks must have been a resident in the UK for the last 6 months.
- Any dog visiting the parks must be up to date with their vaccinations (both the mixed distemper/leptospirosis/adenovirus/parvovirus vaccination and the kennel cough vaccination).
- Dogs must always be kept on a short lead and under strict control.
- Dogs must remain calm and quiet and be kept 2 metres away from any animal enclosure boundaries.
- We strive to keep our parks clean and hygienic for our animals and visitors. With that in mind, please try and make sure your dog has a toilet trip before entering the parks. If a dog does defaecate anywhere in the park grounds, it must be cleared immediately by the owner.
- We do not provide dog waste bags on site, so please make sure you bring your own.
- Some of our animals may be spooked when they see a dog. For this reason, assistance dogs are not allowed on the Truck Safari trip, safari experiences, or in any walk-through exhibits. They also cannot attend animal encounters or experiences.
- If you notice that any of our animals are anxious or uneasy after seeing your dog, we ask that you move to another area.
- Assistance dogs are permitted within all our catering areas, bars, and restaurants on site.

- Water can be provided from any of our outlets, but no public water bowls are available, so please bring your own for your dog.
- If you are attending a wedding or an event on site, your assistance dog will be permitted to attend throughout, excluding any animal experience or safari.
- Assistance dogs are welcome within selected Short Break units. To keep our animals safe, assistance dogs are not permitted within any of the animal lodges, tented or inflatable accommodation, or any accommodation that borders the remote African experience.
- Dog bedding is not provided within the Short Break units and guests should bring their own if required.
- Assistance dogs are not permitted to travel on golf buggies.

Please note that the above policies apply to all guests onsite. This includes day guests, short break guests, anyone visiting the restaurants or bars, any of our suppliers, etc.

**Thank you. We look forward to welcoming you and your furry assistance friend.**