



## Guide Dogs Policy

Assistance dogs are welcome in our venue. For the safety and wellbeing of staff and visitors, we reserve the right to refuse access, or to revoke access, for a dog that does not comply with the Equality and Human Rights Commission description of an assistance dog:

- Highly trained.
- Will not wander freely around the premises.
- Will sit or lie quietly on the floor next to its owner.
- Trained to go to the toilet on command and so are unlikely to foul in a public place.
- Could be recognisable by the harness or identifying coat they wear.

We believe that assistance dogs are highly trained professional working animals and are unlikely to cause any issues, and that owners must accept responsibility for the behaviour and wellbeing of their assistance dog. The owner should take all reasonable steps to ensure that their assistance dog does not cause physical harm to anyone attending our venues, nor damage property.

For the welfare of the animal, other customers and to maintain safe venue evacuation routes, dogs are only allowed within our designated seating areas.

If you are concerned about content that may be disturbing for yourself or for your assistance dog, please contact the promoter for advice.

We understand and appreciate that other animals may also provide support, especially emotional support. Generally, we will look to offer alternative adjustments to support your visit, such as providing a ticket for an essential companion. For the safety and wellbeing of your animal, it may not be reasonable to permit their entry into our venues, however we will discuss requests on a case-by-case basis.