



Dogs & Pets in the Centre

Version 1.0
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Customer Dogs & Pets

Well-behaved and non-reactive pets are welcome in our centres at the Duty Manager's discretion during off-peak or quiet periods and on hard-floored surfaces.

They are not allowed on the mats or in climbing areas, as they may be in a fall zone. No treats, food or water are allowed on the climbing mats.

They must always be kept on a lead.

They must be toilet-trained, and excretion must happen off-site. If pets foul or damage the carpet/matting, the owner is responsible for covering any repair/cleaning fees. Pets who have experienced vomiting or diarrhoea cannot be in the centre for 48 hours after the last episode.

They must be non-reactive toward strangers (humans, children, and other pets). Any aggressive dogs will be asked to leave.

They are not to be left alone on-site (i.e., the owner or person in charge can't leave the dog/pets with staff to go to the shops, climb in a different area, etc.) Whining and barking must be kept to a minimum.

If any of these rules are not followed, LCC staff reserve the right to ask you and your pets to leave the centre.

Staff Dogs & Pets

They can be left behind reception without their owner, assuming they don't try to escape.

The owner is entirely responsible for their pet, and if it becomes a burden to other on-shift staff, it shouldn't be brought to work.

Food and water may be kept behind the desk, but any mess (including water bowls) must be cleaned and tidied away after use. It cannot be placed in any of the fridges on site.

Setting pets are allowed on the matting if they don't cause a safety hazard. They must be on a lead, attached to an anchor, and within the cordoned-off area.



Staff dogs must be introduced to each other before being in the centre or behind the desk together to ensure they get along.