

# Pet Policy

Holiday Inn Darlington



We're delighted to welcome you and your furry companion to Holiday Inn Scotch Corner. We've created a warm and inviting environment where your pet can feel at home, while ensuring all guests enjoy a safe and comfortable stay.

To ensure your pet's comfort, we provide a water bowl and food bowl, subject to availability. We kindly ask that dogs (or other pets) are kept on a lead or securely enclosed and under control at all times in both indoor and outdoor shared areas. Our priority is the safety and well-being of all guests and staff. For this reason, pets must not be left unattended in rooms. If you need to step out without your pet, they must be safely secured in a crate or carrier, and reception should be informed.

However, we recommend avoiding this wherever possible.

You'll be provided with a "Pet in Room" door hanger at check-in. Please keep this on your door at all times during your stay. If you would like housekeeping to service your room, please ensure your pet is not present. Simply let reception know when you and your pet will be out, or place the "Clean My Room" door hanger on your door, if provided.

We kindly ask that pets stay off beds and furniture where possible. If you'd like an extra blanket or pet throw, just ask—we're happy to help.

While we trust that you're a responsible pet owner, please ensure you clean up after your pet and use the designated bins around the property for waste disposal. If you need more waste bags, our team will gladly provide some.

In the event of any damage or excessive mess caused by your pet, we may need to recover the costs for cleaning, repair, or loss of income—for example, if the room becomes unavailable to future guests. This includes excessive barking, damage to furnishings, or any behaviour that causes disruption.

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Please be considerate of other guests by ensuring your pet is on their best behaviour throughout your stay. If a pet becomes distressed, barks excessively, or shows signs of aggression, we may ask you to make alternative arrangements. This is to maintain a calm and welcoming atmosphere for everyone.

To help us prepare properly, pet stays must be arranged in advance at the time of booking—either online or by contacting our team directly. We may not be able to accommodate unregistered pets upon arrival.

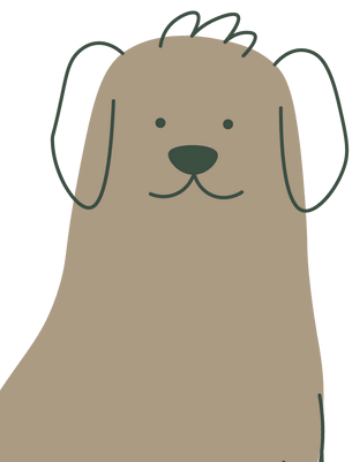
We welcome up to 2 dogs or cats per room. A non-refundable charge per pet applies. Rates are available online. Pet-friendly rooms are limited and subject to availability.

Pets are welcome in the Open Lobby and outdoor spaces, but are not permitted in Fratello's Restaurant or the Active Life Leisure Club.

Please leave a contact number with reception in case we need to reach you during your stay regarding your pet.

If you'd like any local recommendations for dog-friendly walks, parks, or places to eat, just ask! Please refer to our pet-friendly guide provided on arrival, visit our website, or speak to our team—we'd love to help.

Whether you're here for a short stay or a longer visit, we hope you and your furry friend enjoy every moment. We're proud to offer a pet-friendly space and look forward to helping you and your companion feel right at home.



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