

FRINTON WAR MEMORIAL CLUB - ASSISTANCE DOG POLICY 2026

1. Policy Statement

Frinton War Memorial Club welcomes disabled Members and their guests who are accompanied by an Assistance Dog.

The Club complies fully with the Equality Act 2010, which gives disabled people the legal right to be accompanied by an Assistance Dog in all areas open to Members and guests.

2. What is an Assistance Dog?

An Assistance Dog is a dog that has been trained to help a disabled person with tasks related to their disability.

Assistance Dogs are not pets.

Emotional support dogs and pet dogs are not classed as Assistance Dogs and may only enter the outside seating/garden area.

3. Access Rights

Assistance Dogs are permitted in all areas of the Club, including:

- Bar and licensed areas
- Snooker/pool room
- Lounge areas
- Garden area

No proof or registration is required. The Club will not ask for:

- ID cards
- Registration documents
- Proof of disability
- Evidence of training

Food hygiene regulations do not prohibit Assistance Dogs in food or bar areas.

4. Control and Behaviour Standards

An Assistance Dog must be:

- Trained
- Of high hygiene standard
- Under control, at all times
- Harnessed or on a lead, unless this interferes with their trained role
- On the floor, not on furniture

When access may be restricted

Access may only be limited if the dog:

- Is out of control
- Poses a serious safety risk
- Shows aggressive behaviour
- Is roaming
- Constantly barks or whines
- Causes damage or fouling

Any decision must be reasonable, based on behaviour not disability, and handled case-by-case. The member may be asked to leave the premises in these scenarios.

5. Dog Hygiene

The handler must clean up any fouling immediately, inside or outside the Club.

If extensive cleaning is required, the Club may charge the Member as it would any other Member for similar damage.

6. Staff & Committee Guidance

Staff and Committee Members must not:

- Refuse entry because of an Assistance Dog
- Ask for proof of disability
- Ask for proof of training or registration

Reasonable adjustments

Where possible, the Club will make reasonable adjustments rather than exclude a member.

Examples include:

- Offering alternative seating
- Increasing space between tables
- Adjusting routes through the Club

Allergies, fear of dogs, or objections by other members or staff do not override a disabled person's legal right to be accompanied by an Assistance Dog.

The Club will balance needs through practical adjustments, not exclusion.

7. Pet Dogs & Emotional Support Animals

Pet dogs and emotional support dogs are not Assistance Dogs and may only use the outside seating/garden area.

8. Review - This policy will be reviewed annually or sooner if legislation changes.