

Terms & Conditions

We're committed to extending our exceptional levels of hospitality, comfort and luxe touches to all guests, both two and four legged. We're set in spectacular tranquil surroundings and a destination in its own right, with the perfect location for explore the surrounding area.

Well behaved dogs are welcome at the Manor – but there are a few rules for the dogs (and their owners) to observe. Most importantly, we want the dogs and their owners to enjoy their time with us, but, we do kindly ask that owners and their pets are considerate and respectful to other guests as not everyone likes dogs. The upkeep of the Manor is also an important consideration.

Also, for health and safety reasons, we have to insist on a strict 'dogs on leads' rule whilst in and around the Manor.

1. Booking your four legged friend to stay

- Dogs will only be accepted on a pre-booked basis, and must be made by telephone or email prior to arrival
- Dogs are welcome to stay in our Classic and Deluxe rooms, as well as our Garden and Burley Suites
- We regret that guests who arrive without advance notification of bringing a dog may not be accepted, due to a lack of availability of dog-friendly rooms
- AGE – Dogs should be house trained and a minimum age of 1 year old (sadly no puppies allowed). Also, it may not be appropriate to bring elderly dogs or any dogs who have behavioural or incontinence issues

2. Dog friendly rooms

- We have a number of dog friendly rooms
- We only allow a maximum of 2 dogs per bedroom
- Depending on the room type reserved, we may alter the number of dogs allowed depending on the size of your four legged friend

3. Charges

- There will be a charge of £30 per dog per night or £45 for two to cover the cost of deep cleaning and an O zone air clean; use of their own dog mat, special bowls to eat and drink from and welcome bag of delicious healthy treats

4. Dogs in public areas

- Dogs are allowed in the lounge, bar, reception and garden area (please be responsible dog owners and clean up after your dog, our wedding lawns should not be used as a toilet)
- Dogs are not permitted in the restaurant or leisure area
- We have more dog towels available at reception and water available at the main entrance

5. Behaviour

- Dogs are not permitted on beds or other furniture. We respectfully ask owners to control their dogs at all times. We cannot allow aggressive behaviour or excessive barking from dogs and would ask that owners are mindful of other guests, some of whom may be frightened of dogs



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6. Bedding, bits & bobs

We suggest that guests bring the dog's own bedding as this will provide them with familiar smells and comfort.

We expect that many guests will bring their own food for their pets, should you have dog food, which needs to be stored in our fridge/freezer, items must be appropriately wrapped.

We would ask that owners clear up after their dogs and request owners to bring their own 'poop bags' and discard in the dedicated dog waste bins in the grounds. Should you forget your bags, please speak with a member of the team.

7. Leaving dogs alone

Dogs should not be left alone in guest rooms for long periods and the owners must be in the Manor.

8. Damage

We understand that accidents can happen, but our hotels reserves the right to charge for damage (for repair or replacement as required). Deep cleaning will also be charged as required.

9. The New Forest

The New Forest is a beautiful location and ideal for pets to explore, with miles of off-road paths, idyllic countryside and even an extensive coastline,

To minimise disturbance to wildlife, livestock and other people, please keep your dogs close by you and visible at all times – if necessary use a lead. Pick up after your dog, especially around car parks, on paths and where people play or picnic, and take bagged waste home if there is no litter bin. Check your dog and yourself for ticks when you get back home – they can lead to Lyme Disease.

[Lyme disease - NHS](#)

We recommend that you download a copy of the New Forest National Park Authority's 'Enjoy the New Forest with your dog' guide before you visit. This gives useful tips and information on walking in the open forest with your dog as well as some suggested dog walking routes. The guide also contains information about keeping your dog safe in the New Forest including the risk of ticks and swimming in the national park's streams, ponds and rivers.

[Guide - 'Enjoy the New Forest with your dog'](#)

