



Published by: Navy Exchange Service Command
NEXCOM Hospitality Group # 23-007

26 July 2023

Pass To: All Navy Lodges, All Navy Gateway Inns & Suites, DoD Reservation Center, All Regional Vice Presidents

Military Working Dog, Service Animal, and Personal Pet Policy

Enclosure: (1) Pet Agreement and Indemnification Form (NHG/21)

This Information Bulletin supersedes all prior Instructions, Instagram's, Information Bulletins, and Navy Gateway Inn's and Suites SOP's.

NEXCOM Hospitality Group (NHG) General Managers are responsible for measuring and maintaining program standards for their assigned property. Any deviation from program standards requires an approved documented waiver from the VP Brand Administration and Policy.

OVERVIEW

To enhance the quality of life for all NHG guests traveling with the "family best friend", while keeping in mind the health and safety of all our guests; NHG has established specific requirements and guidelines for guests desiring to have their military working dog, service animal, and pets with them in a guest room. A fee will be required for all pets staying at any NHG Hotel. Dogs and service animals, as noted in the sections below, are exempt from these fees.

MILITARY WORKING DOGS

Military working dogs and Police K9 animals are permitted in NHG Hotels at any time and are not required to pay a cleaning fee, provide documentation or immunization records.

SERVICE ANIMALS

Service animals are not pets. These animals are trained to do work or perform tasks for the benefit of an individual with a disability; including a physical, sensory, psychiatric, intellectual or other mental disability. A place of public accommodation is not allowed to ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal.

A guest with a service animal may be asked two questions:

- 1) Is the animal required because of a disability?
- 2) What work or task has the animal been trained to perform for you?

You should not ask these questions if the need for the service animal is obvious. Examples include when a dog is guiding an individual who is blind or is pulling a person's wheelchair.

Service animals are permitted in all NHG Hotels, and the guest is not required to pay a cleaning fee, provide documentation or immunization records. Nonetheless individuals who have service animals are not exempt from local animal control or public health requirements (immunizations and registration). As per ADA requirements, service animals must be under the handler's control at all times. Owners of service animals are financially responsible for any damage caused by the animal.

EMOTIONAL SUPPORT, COMFORT, THERAPY ANIMALS

Emotional support animals, comfort animals, and therapy animals are not service animals under Title II and Title III of the ADA. A note from a physician does not turn an animal into a Service Animal. Therefore, the pet fee, pet agreement (encl 1) and immunization records are required at check-in.

PERSONAL PETS

All guests with a personal pet(s) will be charged the appropriate pet fee. Pet agreement and immunization records are required at check-in. Pets are defined as dogs, cats, birds, and small caged animals.

AUTHORIZED ANIMALS IN LODGING

1. Pets:

Pet friendly guest rooms are available at select NHG Hotels. Designated pet friendly lodging spaces are authorized only in guest rooms that are configured to provide private lodging accommodations to the assigned guest or family.

- a. **Navy Lodge:** 100% of guest rooms will be designated as pet friendly.
- b. **NGIS:** Operations with 35 rooms or less will designate one pet friendly room. Operations with 36 or more rooms will designate one pet friendly room for every 100 guest rooms. Buildings and rooms identified specifically for support of shipyards, deployed forces/squadrons and training missions designated as Limited Service (LMT) are exempt from eligible inventory and are pet free. If it is determined that additional pet rooms are necessary, additional rooms may be designated as permanent pet rooms with RVP written approval and an update to the room codes in Epitome.

2. Pet Identification:

- a. **Navy Lodge:** Pets are defined as domesticated dogs, domesticated cats, birds and small caged animals. Others may be approved by the General Manager.
- b. **NGIS:** Pets are defined as domesticated dogs and cats only.

3. Pet Reservations:

Guest rooms designated as “Pet Friendly” are subject to availability and will be filled on a first come, first served basis. When making the reservation the associate shall annotate the pets in the “Special Request” section of the Property Management System.

- a. Reservations for guests traveling with pets may be made through the DoD Reservation Center, web reservations or directly through the hotels.
- b. Guests making a pet reservation at any NHG Hotel will receive a copy of the “Pet Agreement”, see attached enclosure (1), prior to arrival.

4. Pet Policy:

At check-in, all guests with a confirmed pet reservation will sign the Pet Agreement, acknowledging all requirements identified therein and accepting personal liability for all

financial requirements, control and responsibilities for their pet. A copy of the signed Pet Agreement will be attached to the guest registration card and retained on file for two years.

- a. A “Pet In Room” magnet or sign will be provided at check-in and must be displayed outside the guest room door at all times a pet is in the guest room.
- b. All guests with pets will provide a mobile phone number and the phone number of a secondary emergency point of contact.
- c. Medical certification specifying that all vaccinations are up to date must be presented at check-in, at a minimum, a Rabies certificate is required.
- d. Pets must be in owner provided crate or carrier when left alone in the guest room to allow associates to safely enter and exit.
- e. Pets are not allowed in any public space, pool area or lobby. Loitering with pets in the entry way of any NHG Hotel is not permitted.
- f. Pets must be on a controllable leash or in a carrier at all times when outside the guest room.
- g. At no time will venomous animals, that could pose a danger, be allowed to stay in any NHG Hotel.
- h. Pets weighing up to 70 pounds each are welcome, unless prohibited by law.
- i. A maximum of two pets are allowed per guest room.
- j. While on property, guests must walk pets in designated walk/pet relief areas only and are responsible for picking up and cleaning up after their pet at all times. The hotel will provide a standard pet station receptacle with bags for pet waste.
- k. Guests are responsible for any damages to the room and its contents. The guest’s room will be inspected for such damages upon check-out. If extensive cleaning or damage repair is necessary, beyond the normal deep cleaning process, the guest may be charged additional fees. Black light inspections of bedspreads, carpets, and curtains may be performed and documented during these inspections if management desires.
- l. Owners may not use hotel towels or linens to bathe pets.
- m. Housekeeping must enter the room a minimum of every three days to clean and inspect for damage.
- n. Pets are not allowed to sit directly on furniture or bedding.
- o. Guest’s room with kitchens: any kitchen supplies used for pets are to be thoroughly cleaned and sanitized.

5. Noise/Nuisance/Disruptive Complaints:

Barking and noise that is disruptive to other guests in the hotel is not acceptable at any time. After the receipt of two noise or disruptive complaints, the guest may be asked to make alternate arrangements for their pet(s).

6. Housekeeping Associates:

Housekeeping associates will strictly adhere to the specific brand’s Deep Cleaning Checklist for all pet friendly rooms.

- a. Provide area to walk pets with proper trash receptacles and bags for cleaning up waste.
- b. All NHG Hotel designated pet rooms will be sprayed/bombed for fleas at a minimum of twice per year. More frequent service is authorized if necessary.
- c. Clean all guest room carpets (shampoo, dry system, etc.) after each guest use with a pet. At a minimum, weekly spot clean carpet and upholstery stains during daily service. For guests staying more than 30 days the carpet and upholstery must be cleaned thoroughly every 30 days.

- d. Clean guest room HVAC filters after each pet stay were accessible.
- e. Thoroughly deodorize and sanitize pet occupied guest rooms at check-out, utilizing air purifiers and other sanitizing methods. The installation veterinarian may provide training for the staff on what medical certificates look like and what to look for on these documentation.

7. Pet Owner Responsibilities:

- a. Abide by the pet agreement signed at check-in. Failure to do so will result in a warning and possible removal from the hotel and its premises. As the GM deems appropriate, the first violation may be a verbal warning, the second violation may result in the removal of the pet, and the third violation may result in the pet owner and guests being asked to leave the property.
- b. Pay any and all additional costs incurred by the hotel due to pets.
- c. Sign a waiver and indemnification agreement so that the hotel is not responsible for any injury or damage the pet may cause to the hotel, staff or other guests.
- d. Walk pets in designated walk/pet relief areas only. Guests are responsible for cleaning up after their pet at all times.
- e. Provide their own litter box, if needed.
- f. Abide by all NHG pet policies.

Prepared by: _____
Francine Faison
Director of Policy, Training
and Compliance
NEXCOM Hospitality Group

Approved by: _____
Norm Aurland
VP Brand Administration
and Policy
NEXCOM Hospitality Group



/NEXCOM HOSPITALITY GROUP

PET AGREEMENT AND INDEMNIFICATION

NHG (Add Location Name)

Add Location Address

Pet Agreement and Indemnification

Being away from home is tough enough without leaving your best friend behind. NEXCOM Hospitality Group (NHG) Hotels offers designated pet-friendly rooms for animal lovers. We only ask that you show consideration for other NHG Hotel guests and adhere to the following policies and rules.

1. Dogs and cats weighing up to 70 pounds each are welcome, unless prohibited by law.
2. A maximum of 2 pets (dogs and / or cats) are allowed per guest room.
3. Proper medical certification specifying rabies vaccination is up to date must be available and presented upon check in.
4. Pets must be in owner provided crate when left alone in the guest room to allow associates to enter and exit without harm.
5. Guests must walk their pets in designated walk areas only and are responsible for picking up and cleaning up after their pet in and around the NHG Hotel at all times. A trash receptacle will be provided for pet waste. Owners must provide their own litter box for cats.
6. A non-refundable fee will be charged to the guest's account upon check-in based upon the length of stay. The fee will be used to defray additional cleaning costs and maintenance/replacement of required pet-friendly items.
7. **Pet Fees:** All NHG Lodging guests with pets shall be required to pay the established room rate and the nightly pet room fee. This fee covers the cost of special deep cleaning, steam cleaning, sanitation, regular entomology inspections and pest control measures required as part of pet room maintenance.
 - a. The nightly pet room fee is \$25 per night, not to exceed \$250 per stay.
 - b. Guests are responsible for any damages to the room and its contents caused by their pet. The room will be inspected for such damages upon check-out. If extensive cleaning or damage repair is necessary beyond the normal deep cleaning process, the guest may be charged additional fees to cover the actual service, repair or replacement cost as required.



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PET AGREEMENT AND INDEMNIFICATION

8. Pets are not allowed in any public spaces, pool area, or lobby. Pets and owners are not allowed to loiter at any entrance to the building except for entering and exiting.
9. Pets must be on a controllable leash or in a carrier at all times when outside the guest room.
10. A Pet-in-Room magnet / sign must be placed on the guest room door at all times.
11. Guests are responsible for any damages to the room and its contents. The guest's room will be inspected for such damages upon checkout. If extensive cleaning or damage repair is necessary beyond the normal deep cleaning process, the guest may be charged additional fees. Black light inspections of bedspreads, carpets, and curtains will be done and documented during these inspections if management desires.
12. Noise/Nuisance/Disruptive Complaints – Barking and noise that is disruptive to other guests in the Navy Lodge is not acceptable whether the pet is attended or unattended. Upon receipt of two (2) noise or disruption complaints, the guest may be asked to kennel their pet(s) or make alternate arrangements for their pet(s).
13. Pets are not allowed to sit directly on furniture or bedding. Any kitchen supplies used for pets are to be thoroughly clean and sanitized.
14. Owners may not use hotel towels or linens to bathe pets.

Housekeeping will enter the room a minimum of once every three days to clean and inspect for damage.

I am the pet(s) owner and agree to indemnify and hold harmless the NHG Hotel and the United States Government (including agencies, instrumentalities, officers, agents, and other employees) against any liability and any and all claims for loss, death, injury or property damage (including costs and expenses incidental thereto), arising out of or in connection with any of the activities or actions of the pet owner, or pet while guests at, or present at, any NHG Hotel.

NHG knows that your pets are part of the family and welcome them to our hotel. We hope you enjoy your stay with us.

Signature

Date