

DOGS POLICY

Assistance/Guide/Service Dogs and Emotional Support Dogs

DEFINITIONS

Assistance/Guide/Service Dogs (SD)

Service Dogs are highly trained animals whose job it is to help or alert their handler to navigate everyday life safely. They are well-trained animals and may wear specialist equipment that identifies this. By law, SDs must be accommodated when their owners wish to attend the theatre.

Emotional Support Dogs (ESD)

Emotional Support Dogs accompany their owners to support their mental health and well-being. They do not receive any specialist training. The primary role of an ESD is to accompany the owner. By law, ESDs do not have to be accommodated by the venue when their owners wish to attend the theatre.

OUR VENUE

At Eden Court we welcome and recognise the right of customers to attend with an Assistance/Guide/Service or Emotional Support Dog.

Eden Court allows Service Dogs and Emotional Support Dogs to accompany their humans to any location in the building where members of the public or persons are permitted.

If you attend the venue, including all public and performance spaces, with an Emotional Support Dog, you must adhere to the following guidelines or Eden Court staff have the right to ask you to remove the dog from the venue:

- They must be under control at all times, i.e. on a lead
- They must always remain quiet and close to the owner
- They must be house trained
- They should avoid physical contact with staff or guests, in case of allergies or anxieties

- They should not come into contact with food or beverages on sale in the venue
- They must be well groomed, clean and hygienic
- They are not permitted on seats at any time
- Owners are responsible for the dog during fire evacuation
- Dog carriers are not permitted inside the auditoriums

We kindly request that Assistance/Guide/Service Dogs also follow these guidelines where possible but understand if your circumstances require otherwise. Eden Court will never remove an SD from the venue.

Dogs who do not fall under the categories of Assistance/Guide/Service or Emotional Support Dogs will be refused entry.

BOOKING

We request that, if you plan to visit us with an SD or ESD, please notify us in advance of your visit, booking your tickets in advance through our Ticket Sales team so that we can accommodate you and your dog comfortably and in the most appropriate seat(s) available.

POLICY REVIEW AND ADJUSTMENT

We have worked closely with patrons affected by this policy in its creation and have reviewed it in line with the Equality Act 2010.

Eden Court is committed to ensuring that this Dogs Policy remains fair, effective and is aligned with the needs of both the organisation and its employees, and reserves the right to update or amend this policy as required.

To this end, the policy will be reviewed annually to ensure it continues to reflect our Access + Inclusion aims.