

Questionnaire & Scoring (Video verified)

Structure

- **10-15 Minutes to complete**
- Total Questions: 45
- Categories: 9 (with 5 questions each)

Final Grade Conversion: 1 to 5 paws

- 5 paws = Exceptional pet-friendliness (e.g., welcome kits, beds, vet on call)
- 4 paws = Very good (e.g., access to common areas, pet menus)
- 3 paws = Good (e.g., allowed in rooms, bowls provided)
- 2 paws = Basic acceptance (e.g., pets allowed, but no extras)
- 1 paw = Minimum compliance (pets allowed but no added value)

1. General Pet Policy

1. Do you allow pets in all room categories or just select rooms? (Answer: All room categories / select rooms)
2. Are there any breed or size restrictions? (Answer: Yes / No)
3. What is your maximum number of pets per room? (Answer: 1 to 10)
4. Are service animals treated differently? (Answer: Yes / No)
5. Do you allow unattended pets in rooms? (Answer: Yes / No)

2. Fees & Transparency

1. Is there a pet fee? (Answer: Yes / No)
2. Is it per stay, per pet, per night, or waived? (Answer: pet stay / per pet / per night / waived)
3. Is the pet policy clearly listed on your booking engine/website? (Answer: Yes / No)
4. Are pet deposits refundable? (Answer: Yes / No)
5. Is the policy explained during booking or check-in? (Answer: Yes / No)

3. Amenities & Comfort

1. Do you provide pet beds in rooms? (Answer: Yes / No)

2. Bowls or food/water stations? (Answer: Yes / No)
3. Toys, treats, or welcome kits? (Answer: Yes / No)
4. In-room info on nearby vets/pet stores? (Answer: Yes / No)
5. Is there a pet-specific cleaning protocol? (Answer: Yes / No)

4. Accessibility & Space

6. Are pets allowed in common areas (lobby, lounges)? (Answer: Yes / No)
7. Do you have designated pet-friendly outdoor space on site? (Answer: Yes / No)
8. Are nearby walking areas or parks indicated on a map? (Answer: Yes / No)
9. Are dogs allowed in dining areas (with owner)? (Answer: Yes / No)
10. Is there a pet-relief or toileting area? (Answer: Yes / No)

5. Dining & Room Service

11. Are pets allowed on outdoor restaurant terraces? (Answer: Yes / No)
12. Do you offer pet room service or in-room dining with pet dishes? (Answer: Yes / No)
13. Do you provide a special pet menu or chef-prepared meals? (Answer: Yes / No)
14. Are water bowls available in dining areas? (Answer: Yes / No)
15. Do you allow pets in bar or café lounges? (Answer: Yes / No)

6. Pet Services & Experiences

1. Do you offer dog walking or pet-sitting services? (Answer: Yes / No)
2. Do you partner with local groomers, sitters, or pet taxis? (Answer: Yes / No)
3. Do you offer pet spa services or massages? (Answer: Yes / No)
4. Are there pet yoga or fitness activities offered? (Answer: Yes / No)
5. Are staff trained to interact with pets? (Answer: Yes / No)

7. Safety & Health

1. Is your hotel equipped with pet first aid kits? (Answer: Yes / No)
2. Do you have a vet or animal hospital within 5 km? (Answer: Yes / No)
3. Are there emergency procedures for lost pets? (Answer: Yes / No)
4. Are staff trained in pet emergency response? (Answer: Yes / No)
5. Is there a pet weight/breed policy for safety? (Answer: Yes / No)

8. Community & Reviews

1. Do you actively seek pet guest reviews or feedback? (Answer: Yes / No)
2. Are you listed on pet-travel platforms (BringFido, PetsPyjamas)? (Answer: Yes / No)
3. Have you received awards or recognition for pet-friendliness? (Answer: Yes / No)
4. Do you have a pet social media presence or pet guestbook? (Answer: Yes / No)
5. Have you been featured in media as a pet-welcoming hotel? (Answer: Yes / No)

9. Staff & Training

1. Is pet-friendliness part of your staff training curriculum? (Answer: Yes / No)
2. Do you have a designated Pet Concierge or staff contact? (Answer: Yes / No)
3. Do you offer onboarding for new staff on pet policies? (Answer: Yes / No)
4. Have you invested in third-party training for pet hospitality? (Answer: Yes / No)
5. Do you track staff compliance with pet rules and feedback? (Answer: Yes / No)

10. Photos : Please upload 7 high quality photos of your hotel (JPG or PNG format only, max file size of 2MB/photo, recommended dimensions of 1200x800 pixels, landscape orientation preferred). IN addition to general hotel photos, please show real spaces: rooms, pet-friendly areas, welcome kits, bowls

- Exterior:
- Room:
- Lobby:
- Terrace:
- Pet Relief:
- Welcome Kit:
- Bowls:

11. Pet Facilities :

- Pet beds
- Outdoor relief (terrace or patio)
- Pet Welcome Kit
- Pet training
- Pet Spa / Grooming
- Food & Water bowls

12. Why are you a Pet Friendly Hotel? Tell us in 300 characters or less what makes your hotel truly pet friendly. You might mention special services, welcome gifts, nearby pet-friendly spots or how your staff goes the extra mile for pets and their owners

13. Address of the Hotel and phone number

14. Address to receive your certification