

CARRIAGE OF DOGS –HANDLING POLICY

LAGAN VIKING AND MERSEY VIKING

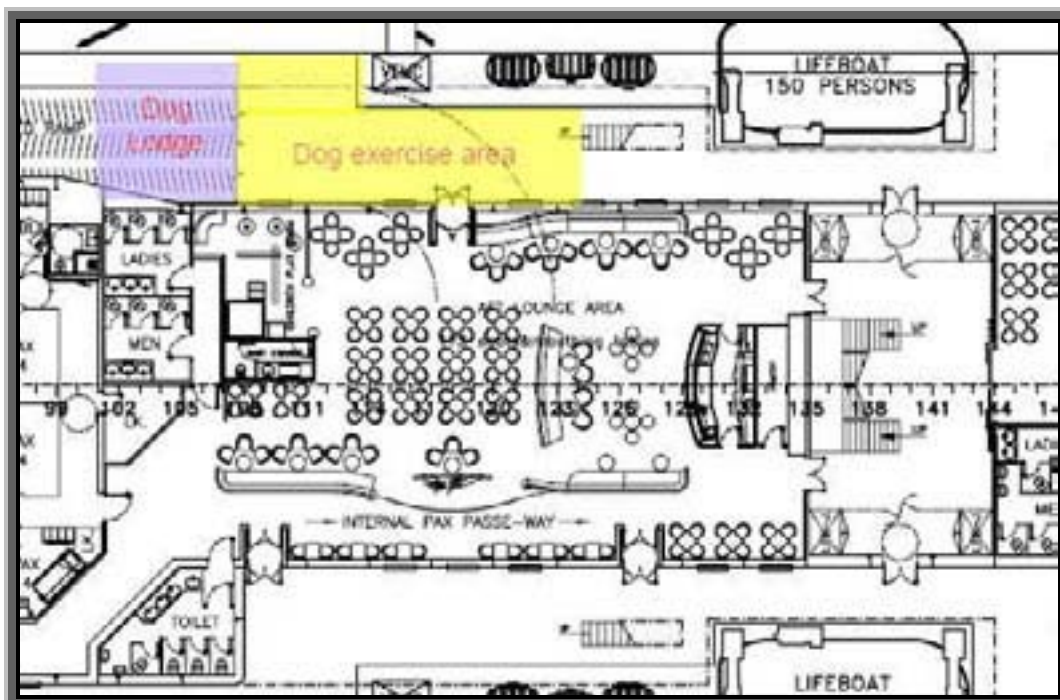
This policy aims to set out the practices and procedures we employ to provide an attractive level of service to dog-owners but at the same time safeguarding the Health and Safety of all our passengers, staff and crew.

One of the competitive advantages that we, as a ferry operator have over airlines, is that we are able to carry pet dogs. However, given the 8 hour voyage duration, having to leave a dog in a car or in a kennel is not ideal. This dissuades pet owners from using our service, particularly those who regard their dog as an additional member of the family. Providing access to their pet during the voyage is therefore regarded as very valuable. Primarily for this reason, we have created a ‘Dog Lodge’ on the Port side of the Promenade Deck on the Lagan and Mersey Viking, where passengers will be able to visit their dog and give it some exercise under controlled conditions.

To date the vast majority of our car passengers who travel with their dog(s) have left their dogs in their vehicle. Whilst this may continue to be the case, alternatively they may now choose to put their pet into one of the onboard kennels. Any foot passengers travelling with their dog must place their dog in a kennel when onboard.

ONBOARD FACILITIES

A minimum of 4 kennels should be available in the “Dog Lodge” on Deck 5 and at least one kennel on Deck 3. Ideally 2 kennels should be situated on Deck 6, inside the funnel, at the top of the Passenger Stairwell, for use in bad weather.



Controlled Exercise Area (see Fig 1) should :

- Be clearly marked with a paint line on the deck at the forward end and with suitable signage. Consideration should also be given to employing a temporary plastic chain.
- A sign should also be displayed on the door to the after bar area prohibiting dogs in the accommodation.
- Provided with a bin and glove dispenser to facilitate passengers to clear up after their dog. Signage should be displayed prohibiting the throwing of dog mess overboard.
- The area should be hosed down and bins emptied daily by ship's deck crew
- Signage enforcing requirement for dogs to be kept on a lead.

"Dog Lodge" should be

- Provided with a combination lock (Access number changed weekly).
- Kept well lit and warm if appropriate
- Cleaned out daily by ship's deck crew
- Provided with water bowls

Kennels should be:

- clearly numbered
- secured against movement
- floored with Karrimat (provides insulation and easy clean)

PROCEDURES AT CHECK-IN/LOADING AND DISEMBARKING:

1. Car Passengers, travelling with their dogs, should be asked if they intend to put their dog in a kennel or leave it in their vehicle. If the former, their boarding card should be claused so that onboard receptionist can allocate them a kennel. They should be instructed to report to the onboard receptionist.
2. Check In staff must notify security of any passenger arriving with a dog who will need onboard kenneling.
3. Cars with such kennel requirements should ideally be stowed separately in the waiting area and must be sent down to the ship only once the Chief Officer has been advised. Any such cars being sent to Deck 6, they should ideally be embarked last.
4. Any Foot passengers travelling with their dogs must be bussed down to the vessel and, depending on the dog's temperament etc., may need to be carried without the presence of other passengers in the bus. In the case of a cyclist with dog, the cycle should be loaded onto the bicycle trolley and the passenger and dog carried down to the vessel by bus.
5. Once onboard, the lead passenger should be instructed to go to Reception to check-in and have a kennel allocated.

6. All passengers travelling with their dogs should check-in at reception for allocation of cabin and kennel if required. Whilst it is acceptable for passengers to bring their pet into the accommodation at this time (and also to disembark), so long as it is kept on a lead or in a basket, dogs are not allowed in the accommodation at any other time throughout the voyage.
7. At Reception, when checking-in, the passenger must sign 2 copies of the 'Dog Carriage Indemnity' (attached) – one for them and one for our records - and pay a 'kennel fee' if required. Once a kennel has been allocated, the combination number for the Lodge's access lock should be provided and the passenger escorted to the Dog Lodge.
8. Please retain a record of which kennel has been allocated to which passenger for reference in the event of there being a problem.
9. On arrival at the destination Port, any foot passengers travelling with their dog should be bussed to the Passenger Terminal preferably without the presence of other passengers (see proc 5).
10. Crew, Staff and Security should be vigilant whilst passengers and dogs are in Public Spaces, ensuring that they are kept within dedicated areas. If they have any concerns regarding the behavior of a dog, they should report them to someone in authority ie Hotel Manager, Chief Officer, Shift Manager, Passenger Supervisor, Superintendent etc.

AGREEMENT FOR CARRIAGE OF DOGS IN ONBOARD KENNELS

DOG OWNERS RESPONSIBILITIES AND LIABILITIES

- It is recommended that dogs are exercised prior to embarkation as onboard exercise areas are minimal.
- Dogs must be kept on leads and under control at all times.
- The dog's owner will be responsible for the actions of the dog whilst on Norfolkline property or vessels and will be liable for any loss, injury or damage caused by their dog.
- Dogs are not permitted in any of the Terminal Buildings nor in ship's accommodation.
- All dog foul should be cleaned up by the dogs owner and disposed of in the bins provided. It is an offence to dispose of such dog mess overboard.

I hereby acknowledge my responsibilities and liabilities as a dog owner traveling with my dog(s) and agree to comply with the rules and procedures as laid out above.

Signature : _____ Print : _____

Dated : _____