

CARLISLE CATHEDRAL

Dogs at the Cathedral

25 November 2023

FAQs for staff/volunteers

1. Who made this decision? *The Senior Management Team approved the policy on dogs in the Cathedral in October 2023. The policy was rolled out on Saturday 25 November 2023.*
2. Who will clean up any mess? *Owners must clean up after their dogs. Dog poo bags are available in the leaflet cupboard by the Welcome desk for owners caught in an emergency.*
3. What is the procedure if there is an incident in the Cathedral? Do we take owners' details if a dog attacks another dog inside or attacks a visitor? What steps do we take? What information do we give the dog owner or victim? *The same process should be followed for any similar incident involving a dog or not – the Vergers team is to be informed immediately and will take all necessary steps including an Incident Report and completing the Accident Book.*
4. How many dogs can one person bring into the Cathedral? *One dog per adult only.*
5. What do we do if a dog is not on a lead or if there is a lost dog? *Contact the Vergers team to assist.*
6. What do we do if a visitor complains that they don't like to see dogs inside? *Being a dog-friendly Cathedral will be well publicised and there will be notices in the noticeboard, Welcome Desk and on the website. Many, many cathedrals are becoming dog-friendly, and as the Cathedral for Cumbria and the Lake District, we wish to welcome all.*
7. Where are dog bowls located? *There is a dog water station in the Cloisters opposite the main Cathedral doors.*
8. Can we use the standard bins for dog waste? *Dog waste can be put into exterior bins across the Cathedral grounds. No dog waste to be left inside the Cathedral.*
9. Will doggy bags be provided on entry? *No, however, there will be a supply of dog bags in the leaflet cupboard by the Welcome desk for owners caught in an emergency.*
10. Will dogs be allowed to accompany owners on guided tours? *No dogs will be allowed on guided tours that go above ground level due to access issues.*
11. Are there dog treats available at the Welcome Desk or Gift Shop? *No.*
12. Are dogs allowed in the Treasury? *No. Due to the limited space in the Treasury, dogs are not allowed in this area. Only guide, therapy and assistance dogs will be permitted.*
13. Are dogs allowed in services? *Only guide, therapy and assistance dogs will be permitted in the Border Regiment Chapel/Quire/Presbytery during services. Visitors with pet dogs are still welcome inside the Cathedral during services and should be directed away from these areas temporarily.*
14. Are dogs allowed in the Café? *No, only guide, therapy and assistance dogs are allowed in the Café. All dogs are allowed in the outdoor café seating area.*
15. Why were dogs allowed in the Café during early 2023? *This was trial. Upon feedback from customers and specialist advice from hospitality experts, the decision was taken not to host dogs anymore.*
16. Are dogs allowed in the Cathedral grounds? *Yes, but all dogs must be on a short lead at all times. All extendable leads must be locked short.*