



Dogs in the atrium and visitor centre trial at Bedgebury National Pinetum and Forest

3 February to 30 April 2024

Proposal

To allow dogs in the atrium and visitor centre, excluding the café on a trial basis between 3 February and 30 April 2024 at Bedgebury National Pinetum and Forest.

Frequently asked questions

Why are you making this change?

We recognise that dog owners are an important group of visitors and at present, there is nowhere inside for visitors with dogs to sit. We want to make Bedgebury a welcoming and inclusive place to visit for all, and having listened to visitor feedback, we would like to trial this change.

Why is this a trial?

We are changing a procedure to specifically accommodate the needs of one significant audience, but this will affect all our visitors and staff. We need to review and evaluate this change and whether it is the right decision for all audiences and stakeholders at Bedgebury. We are keen to monitor how this works seasonally and throughout our busier periods, so we are introducing this on a trial basis to accurately record that.

Will dogs be allowed in the café with their owners to order?

Yes, dogs will be able to come inside the café so that visitors can make orders. You will be asked to sit in the atrium with your dog to consume any food or drink purchased. The internal seating in the café will remain dog-free.

What about those who do not want to be near/around dogs?

The atrium is a key visitor space, and we recognise that all our visitors may not be comfortable around dogs. We have clear guidelines about the required dog behaviour in indoor spaces, and please feedback to staff if you do not feel these are being adhered to. The internal seating in the café will remain dog-free.

Where can I complain/feedback?

We will be openly seeking feedback about this change in the spring, so that we can accurately assess the impact of this change. If you have any comments/feedback, please email bedgebury@forestryengland.uk.

Signage



We are trialing dogs in the atrium

This is a shared space, please take extra care during busy periods.

For happy times and waggy tails please:

Keep your dog on a lead at all times

Be considerate of those who may be uncomfortable around dogs

Don't allow your dog on the furniture or to eat from the Café crockery

Dogs who display aggressive behaviour (including persistent barking) will be asked to leave the building



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