



Animals on Campus Policy

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Approved by: Executive Board

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Scope

This policy is to make all members of the University community, including staff, students and visitors, aware of Royal Holloway's position regarding animals visiting campus. Animals are not permitted on campus except in limited circumstances listed within this Policy (assistance dogs or emotional support (therapy) animals). The University recognises that the campus is populated by wild animals including foxes, small mammals and other wildlife. This Policy is solely focussing on domesticated assistant animals and emotional support animals. Animal welfare issues come under the remit of the Animal Welfare and Ethical Review Body (AWERB) which focuses on ethical research. There are potential hazards or concerns associated with domesticated animals visiting campus which could affect the welfare of people and of animals. These include:

- Allergic reactions and transmission of disease.
- Aggressive behaviour of animals.
- Fear or phobia of animals that causes distress or dysfunction to others or to the animal itself.
- Slips, trips and falls.
- Damage to University property.

Please note that animals should not be brought onto campus unless they are on a lead, nor should they be left in parked cars or left unattended outside of a building on campus. Any costs associated with cleaning that is caused by an assistance or support animal or a pet, will be met by the owner of the animal or, where it was not the owner, the person who brought the animal or pet onto campus.

Assistance Dogs

Royal Holloway is committed to ensuring that staff, students and visitors who require specific support, including assistance dogs, to facilitate their access to buildings, work, study or our commercial services are supported and have as equitable an experience as possible whilst on the University's estate.

As such, in line with the Equality Act 2010, where a dog is required wholly or mainly for the purpose of assisting a disabled person to carry out day to day activities, the dog may enter all parts of the University's estate including halls of residence, academic and non-academic buildings and catering venues.

Assistance dogs include guide dogs, hearing dogs, medical assistance dogs, autism assistance dogs, and PTSD assistance dogs. Assistance dogs can carry out a variety of practical tasks for people, as well as supporting their independence and confidence. As a result of training, they are expected to behave well in public, have safe and reliable temperaments, and be fully toilet-trained. They are also expected to be healthy, and not constituting a hygiene risk.

Where a student wishes to bring an assistance dog onto campus, they should contact the Disability & Neurodiversity team (D&N) prior to arrival at the University, or at the point at which it is known an assistance dog will be required.

Colleagues who wish to bring an assistance dog onto campus should contact Human Resources prior to starting work, or at the point at which it is known an assistance dog will be required.

The University requires any assistance dog which will be brought inside a University building to be trained and act in line with the behaviours listed above. A branded jacket or lead slip can also help to identify that they are an assistance dog.

The University may be required to restrict access of assistance dogs to certain areas for health and safety reasons. Restricted areas may include research laboratories, areas where protective clothing is required, boiler rooms, etc. Applications for exceptions will be reviewed by the D&N team or HR (as applicable) on a case-by-case basis. If an

assistance dog is declined access to a specific area, the dog's owner must make suitable arrangements for the animal to be left safely elsewhere. It is not appropriate to ask a member of staff to look after the animal during the owner's absence. The department being visited will make alternative suitable arrangements as a reasonable adjustment, to minimise disadvantage to the disabled person when accessing the service / area in the absence of their assistance dog, in line with the Equality Act 2010. These alternative arrangements must be discussed with and agreed upon by the disabled person to ensure they meet their specific needs effectively.

Emotional Support (Therapy) Animals (ESA)

The University notes that domesticated emotional support animals (ESAs) are not pets and provide many benefits to their owners. However, ESAs are not defined in the Equality Act 2010 and may not be trained to the same standards of assistance dogs. Requests to bring a domesticated ESA on to campus will therefore be considered on a case-by-case basis, and it may be a reasonable adjustment to give access to a disabled person's ESA. As part of this consideration, the owner (staff, student or visitor) of the ESA will be asked to provide one of the following:

- an ESA letter, OR
- digital Summary Care Record, OR
- a doctor's letter confirming their disability.

With supporting evidence, the University shall not unreasonably deny requests from individuals to bring their ESAs onto campus. However, requests will take into account relevant factors, such as:

- the health, safety and welfare of members of, and visitors to, the University,
- arrangements to ensure the health, safety and welfare of the ESA,
- insurance arrangements for having the ESA on campus,
- the cost implications of any agreed arrangements and, where appropriate,
- laboratory requirements, licence conditions and any other relevant considerations,
- reasonable adjustments which will need to be made for work/study/visits to areas where ESAs cannot enter

Applications for bringing an ESA animal onto campus should be made to the D&N or HR team prior to arrival at the University, or at the point at which it is known an ESA will be required. ESAs are expected to behave well and not be a distraction in an area of work or study (e.g. safe and reliable temperament, fully toilet-trained). If an ESA fails to behave, the owner might be asked to remove the ESA from the area of study. If the ESA persistently misbehaves on campus, permission to bring them onto campus could be revoked. An individual may reapply for permission to bring an ESA back to campus providing suitable training has been undertaken, with the same expectation around behaviour applied.

Pets

Students, staff, visitors or members of the public are not permitted to keep or bring any pet animals inside of any University building, including halls of residence.

The University recognises that the external areas of the campus are open to the public, and that a number of local residents choose to walk their pet dogs on site. All dogs brought on to the external areas of the campus by the public, students or members of staff must be kept on a lead. No pet or animal (save for assistance or emotional support animals) shall be allowed inside any University building.

Any costs associated with cleaning that is caused by an assistance or support animal or a pet, will be met by the owner of the animal.

Wild Animals

Owing to the nature of the estate, a number of wild animals, including deer, foxes, badgers, and falcons live on or near campus.

Anyone who sees the wellbeing of wild animals being threatened by members of the University or the public or animals in their control on campus must report this to Security staff.

Anyone who considers that a wild animal may be acting dangerously, or causing a nuisance, must report this and the

location clearly and immediately to Security staff.

Animals at Events

ESAs and assistance animals may be brought to events held on campus (for example Graduation Ceremonies), with the permission of the event organiser. The owner of the ESA/assistant animal should be prepared to consider that for the welfare of the ESA/assistant animal and other guests, specific arrangements may need to be made for their attendance. Please check with the event organiser for specific permission to bring the ESA to an event. Assistance dogs are always be permitted to such events without seeking specific permission. Animals used as part of an event (petting zoo for example) will not be allowed on campus due to animal welfare concerns.

Further Information and Guidance

If anyone considered that this policy has not been followed or for further information on the interpretation and application of this policy, contact the policy owner.

Written By	Head of Legal Services
Senior Responsible Officer	University Secretary
Approving Body	Executive Board
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Version 1	Approved by Executive Board November 2019
Related policies, procedures and guidelines	Halls Of Residence Procedure
Reviewed by	AWERB Human Resources Health and Safety Disability and Neurodiversity Commercial Services EDI
Approved on:	April 2025
Review Deadline	September 2026

Appendix 1 Assistance Dogs/Therapy Animals Owners' Responsibilities

Cleanliness

Blind people are not required to clean up after their guide dogs, but they are expected to have received the appropriate training to avoid dog waste on campus. Assistance dog users are responsible for the clean-up of the animal's waste, consistent with reasonable capacity. In the unlikely event that the dog does foul in internal areas on campus, the owner must report this to the Estates team, who will arrange for the area to be cleaned and sanitised.

Animal Care and Supervision

Animal care is the owner's responsibility. The owner must ensure regular health checks, vaccination and an adequate standard of grooming. Owners must ensure the assistance dog/ESA has its requirements in relation to feeding, watering and toileting fully met. Owners must ensure that assistance dogs/ESAs are kept on a lead at all times when walking around the campus.

Identification

Assistance dog owners must ensure that their animals are clearly identifiable by the use of special collars and/or harnesses when on duty. ESA owners must be prepared to carry some evidence of the support nature of the animal and be ready to show this to any staff making a reasonable enquiry.

Insurance

Owners are responsible for ensuring that their assistance dogs are covered by full liability insurance and provide a copy to the University. The insurance should cover any incidences of animal misbehaviour resulting in unreasonable damage or fouling.

Access Restrictions

Assistance dog/ESA owners must respect access restrictions established by the University on grounds of health and safety. Owners must ensure that assistance dogs and ESAs do not enter staff and students' privately assigned spaces, such as bedrooms and flats within residences, without permission.

Animal Misbehaviour

Preventing and correcting assistance dog's/ESA's misbehaviour is the owner's responsibility. Owners must make sure that their assistance dog/ESA do not cause harm or injury to others or damage to University property. Any damage, harm or injury caused by an assistance dog/ESA will be the liability of the animal's owner.