



Service Dog Protocols for DAV National Convention at Rosen Shingle Creek

To ensure everyone's comfort and safety, we kindly ask that all service dog handlers be courteous and act responsibly in accordance with the following guidelines:

General Guidelines

- Please notify the front desk at the time of your reservation that you will be traveling with a service dog.
- Handlers are responsible for cleaning up after their dog on hotel property.
- Additional cleaning fees may apply if excessive mess occurs.
- Use designated dog relief areas for bathroom breaks and exercise.
- For the duration of your stay, please display the in-room "Dog in Room" door hanger. You must also coordinate housekeeping service in advance.
 - Dial ext. 88 to schedule service between 8:30 a.m. – 4:00 p.m.
 - Please allow 30–60 minutes for service (times may vary)
 - Dogs must be safely crated or removed from the room during cleaning
- Service dogs must be properly supervised at all times. Keep your dog on a leash when outside your guestroom or secured in a crate if left unattended.
- Handlers are responsible for any personal injury or property damage related to their dog.
- As a courtesy to all guests, please minimize noise. If excessive noise occurs, you may be contacted to resolve the issue.

Hydration Station

Just as humans need additional hydration with the humidity and excessive heat, service dogs also need extra hydration.

- Please provide water frequently throughout the day
- We recommend bringing a collapsible bowl for convenience
- Human water stations may be used to fill bowls
- During convention hours, DAV will provide a dedicated service dog water station outside the Gatlin Registration doors leading to the Gatlin Terrace

Paw Protection and Parks

Hot pavement and sidewalks can cause injury to your service dog's paws.

- Please bring protective dog boots to prevent burns
- Orlando Dog Parks: <https://www.orangecountyfl.net/cultureparks/dogparks.aspx>
- Closest Veterinary Clinic: <https://www.hunterscreekanimalhospital.org/>



Relief Areas

There are 4 designated areas for pet relief at Rosen Shingle Creek:

Area 1: Outside of Café Osceola, going out towards Osceola Courtyard to the left; there is a grassy area with dog bags/garbage can.

Area 2: Out at the end of the Osceola Courtyard to the left; and on the pathway with dog bags/garbage can.

Area 3: Grass area right outside of Gatlin Registration doors leading out into the Gatlin Terrace. This area does not have dog waste bags or garbage cans in the area.

Area 4: At end of Gatlin Foyer; exiting the glass doors in front of Gatlin E any area of the grass can be used and to the right on the pathway is a dog bag/garbage can.

Please see the map with these areas circled in Yellow below:

