

**Guidelines on Good Practices and Behaviour for
Dog-Friendly Restaurants
Mutual Respect, Harmony with Pets**

(2) Guidelines on Good Behaviour for Customers Bringing Dogs

Introduction

2.1 The Food Business Regulation (Cap. 132X) has been amended to allow dogs to enter food premises (i.e. permitted restaurants) under specified circumstances. Any person engaged in a food business and **persons bringing dogs** must comply with the [statutory requirements](#) (see **Annex 2**). Restaurant licensees must also comply with the [licensing conditions](#). The second part of the Guidelines illustrates the best practices for customers bringing dogs to control their dogs in permitted restaurants and protect public health, so as to create a safe, hygienic and comfortable dining environment that promotes mutual respect and harmony with pets.

Before entering a restaurant

2.2 A restaurant may draw up its house rules and operational arrangements according to its venue, manpower and operational need. If a permitted restaurant has provided the FEHD with the link to its webpage or the relevant “Notes to Customers”, the FEHD will upload it to the list of permitted restaurants on the thematic webpage. Customers may familiarise themselves with the relevant arrangements in advance. Such information should be displayed at the entrance or other conspicuous places, or should be explained clearly to the customers in other suitable ways. Customers bringing dogs should understand and respect the house rules drawn up by the restaurant. They should understand that the restaurant has the right to decide whether to admit their dogs based on actual circumstances of the premises, and also has the right to refuse entry of any dogs not meeting or complying with the house rules/requirements of the restaurant.

- 2.3 Customers bringing dogs have the responsibility to find out whether the breed of their dogs complies with the statutory requirements for admission to permitted restaurants. When customers bringing dogs are asked by the restaurant staff whether their dogs fall under the category of “known dangerous dogs” or “fighting dogs”, or are requested to produce the licences of their dogs, they should cooperate with the restaurant’s arrangements. Dog owners may access and produce the electronic dog licences by logging in to “iAM Smart” via the AFCD’s webpage (<https://eservice3.afcd.gov.hk/eservice/DogLicenceLogin?lang=en>).
- 2.4 The Rabies Regulation (Cap. 421A) stipulates that dogs must be vaccinated against rabies, microchipped and licensed. Customers bringing dogs must ensure that their dogs meet the requirements under the Rabies Ordinance. They should also understand that restaurants may request them to produce the licences of their dogs for verification. If a diner fails to produce the relevant licence, the restaurant has the right to refuse entry of the dog.
- 2.5 Customers bringing dogs should note that in accordance with the statutory requirements, a dog placed in a dog carrier bag or stroller must **at the same time** be securely leashed in a manner prescribed by the law.
- 2.6 To safeguard the health of other pets and customers, customers bringing dogs are advised to deworm their dogs, protect them from fleas and keep them in good hygiene condition (e.g. having clean fur). They should not bring their dogs to restaurants if their dogs are physically unwell, or suspected of suffering from an infectious disease.
- 2.7 Customers bringing dogs are advised to assess their dogs’ condition before entering a restaurant. Dogs with clear signs of aggression or anxiety should not be brought into a restaurant.
- 2.8 The dog’s temperament, social habits, and reactions to an unfamiliar environment should be considered in assessing whether it has to wear a muzzle within a restaurant.
- 2.9 Customers bringing dogs should prepare in advance the items that their dogs may need, such as dog food, tableware, cleaning supplies, etc.

Exercising proper control of dogs

- 2.10 According to statutory requirements, customers bringing dogs should control their dogs with a leash of not more than 1.5 m in length, which is either securely held by an adult or securely tied to a fixture on the premises. They should not allow their dogs to be leashed by a minor in all circumstances. If they need to leave their seats temporarily, they can seek assistance from the restaurant staff.
- 2.11 Customers bringing dogs should observe the statutory requirements and cooperate with the restaurants in complying with their licensing conditions, for examples, the restaurants are prohibited from cooking or preparing dog food, or allowing dogs to use the reusable tableware or go on dining tables. If customers bringing dogs would like to feed their dogs, they should prepare their own food, drinks and tableware exclusively for their dogs. They should refrain from requesting the restaurant staff to assist in heating dog food. In addition, dogs are not allowed to be arranged to sit at bar counter seats adjoining an open kitchen. Some restaurants may provide or sell prepackaged dry dog food, vacuum-packed or canned dog food, and non-plastic disposable tableware (e.g. wooden or paper tableware).
- 2.12 Customers bringing dogs should arrange for their dogs to stay at suitable locations to prevent them from entering the food room and areas where food is handled, cooked or stored, and to ensure that they will not cause obstruction to any passageway, fire escape or emergency exit. As per the requirements by individual restaurants, dogs should be arranged to stay on pet mats or pee pads. If the restaurant does not allow dogs on customers' seats, the dogs should stay on the floor.

- 2.13 Customers bringing dogs should be mindful of other customers. For examples:
- they should strictly observe the house rules of the restaurant as regards whether their dogs can stay on chairs or other areas besides the dining tables. They should be mindful of other diners even if dogs are allowed on chairs or the owner's lap. If a diner at the same table or a nearby table expresses concerns about where a dog stays, the customer bringing the dog should fully respect their concern and bring the dog back onto the floor so as to maintain a comfortable dining environment for everyone;
 - they should pay attention to their dogs' behaviour at all times to avoid conflicts with other people or dogs, such as preventing them from jumping at other customers or dogs. If a dog is barely under control, or has become over-excited or aggressive, the customer bringing the dog should take the initiative to take it out of the restaurant in order to safeguard the safety of everyone; and
 - if a dog keeps barking, the customer bringing the dog should calm it down or take it outside for some exercise, and return to his seat after the dog has calmed down. If the situation persists, it may indicate that the dog is not fit to stay in the restaurant that day.
- 2.14 Paragraphs 3.3 to 3.8 in Part (3) of the Guidelines set out the points to note as regards interaction with other customers' dogs.
- 2.15 Where necessary, dog strollers (if any) should be folded up or put away to make way for others.

Maintaining a clean environment in restaurants

- 2.16 In case of fouling of the restaurant by dog excrement, the relevant customer should take the responsibility to promptly clean up and properly dispose of the excrement (e.g. by wrapping the excrement in a sealed bag for proper disposal in dog-specific trash bins), and notify the restaurant staff to inspect the area or carry out further disinfection, so as to maintain good environmental hygiene. After the clean-up, the customer should thoroughly wash and disinfect his hands.
- 2.17 If the customer bringing the dog refuses to clean up, fails to complete the clean-up within a reasonable timeframe, or fails to restore the restaurant to its basic hygienic condition, the restaurant has the right to undertake the cleaning by its own staff and may therefore charge a cleaning fee. In general, restaurants will specify, in their "Notes to Customers" in other ways, the charging arrangement and the amount of cleaning fee (if any), and customers are advised to obtain the details from the restaurants before patronizing.

2.18. Depending on the health and habits of the dogs, customers bringing dogs may consider placing pet pads or taking other appropriate preventive measures in areas where their dogs sit or lie to facilitate cleaning.

Response to incidents

2.19 In the event that a dog bites a customer or staff, the customer bringing the dog should handle the matter in accordance with the Rabies Ordinance (Cap. 421), which includes reporting the incident to the Police immediately, detaining the dog securely in isolation from other animals, and facilitating the follow-up procedures. Non-compliance may result in prosecution.

2.20 If other dog-related disputes or incidents arise on the premises, the customer bringing the dog should keep calm, follow the advice of the restaurant staff and negotiate with other customers to resolve the matter.

10B. Prohibition of dogs on food premises except in certain circumstances*(L.N. 21 of 2026)*

- (1) A person must not bring a dog onto any food premises. *(L.N. 21 of 2026)*
- (2) A person engaged in a food business must not knowingly suffer or permit the presence of a dog on any food premises. *(L.N. 21 of 2026)*
- (2A) However, subsections (1) and (2) do not apply if—
 - (a) a permission is granted under section 31B in respect of the food premises and is valid;
 - (b) the dog is not a fighting dog or known dangerous dog;
 - (c) at all times when the dog is present on the premises, the dog is—
 - (i) securely held on a leash of not more than 1.5 m in length by an adult; or
 - (ii) securely tied to a fixture on a leash of not more than 1.5 m in length; and
 - (d) the dog is not present in a food room at any time when it is present on the premises. *(L.N. 21 of 2026)*
- (3) Nothing in this section is to be construed to prohibit the presence on any food premises (other than a food room) of a dog serving as a guide for a totally or partially blind person, or to prohibit the presence on any food premises of a dog in connection with the exercise of a lawful power. *(78 of 1999 s. 7; L.N. 21 of 2026)*

*(L.N. 464 of 1994)***31B. Director may grant permission for presence of dogs on food premises**

The Director may grant permission in writing to a person for the presence of any dog (except a fighting dog or known dangerous dog) on any food premises (except a food room).

*(L.N. 21 of 2026)***35. Offences and penalties**

- (4) It is a defence for a person charged with an offence under subsection (1) for contravening section 10B(1) or (2) to establish that, at the time of the alleged offence, the person had reasonable excuse for the contravention. *(L.N. 21 of 2026)*
- (5) For the purposes of subsection (4), a person is taken to have established the reasonable excuse for the contravention if—
 - (a) there is sufficient evidence to raise an issue with respect to the reasonable excuse; and
 - (b) the contrary is not proved by the prosecution beyond reasonable doubt. *(L.N. 21 of 2026)*

(10 of 1986 s. 32(2); 78 of 1999 s. 7; L.N. 185 of 2008)