

## Chapel Farms Secure Dog Paddock – Terms and Conditions | Privacy Policy

We hope that you and your dog enjoy your time at Chapel Farms Secure Dog Paddock. To ensure safety and enjoyment for yourself, your dog and others, please read the following.

It is understood that you accept the following terms and conditions each time you use the facility. Booking and using the Upper and/or Lower paddock is deemed as agreement to these terms and conditions:

- We cannot be held responsible for any accident, incident or injury to users of Chapel Farms Secure Dog Paddock or dogs. Every reasonable precaution has been taken to ensure the safety of users and their dogs.
- Use of Chapel Farms Secure Dog Paddock is at the dog owners/handlers own risk. We recommend that you have public liability insurance - often this is included in your home/pet insurance.
- All dogs must be on a lead until you are safely inside the secure dog paddock and put back on a lead/inside your vehicle before leaving the paddock.
- Dogs must be loaded back into vehicles before the end of your booked time to ensure the next booking can start on time.
- Dogs must not be allowed out of vehicles until the previous paddock user has vacated the facility.
- Do not arrive and wait outside of the paddock more than 5 minutes before your booking start time. The reason for this is to avoid distracting dogs currently using the facility before your booking.
- Users must clean up after their dogs and take all dog waste and rubbish away with them or use the bins provided.
- Users must report any accident, incident or injury to us immediately by contacting Chapel Farms Secure Dog Paddock (contact details on website).
- Users must not leave any dog unattended or tethered. Chapel Farms Secure Dog Paddock cannot be held responsible for accidents or injuries to dogs and users.
- Whilst our paddocks are secure, we cannot guarantee complete security for every dog. Chapel Farms Secure Dog Paddock cannot be held responsible should your dog escape.
- Users must not bring to the facility any dog that has a cough, appears unwell or is known to have an infectious disease.
- Ensure all food (both for dogs and people) are taken away with you and not left in the paddock. This is to avoid causing health issues for other dogs using the paddock after your booking.
- Users must respect the area and contents. Children must not be allowed to climb on fences and gates or equipment inside the paddock. Users must keep dogs and children in sight at all times whilst using the facility.
- Persons under the age of 18 should accompanied by an adult at all times.
- Chapel Farms Secure Dog Paddock is a non-smoking facility.
- Alcohol and substance use/consumption is not permitted at the facility at any time.
- Dog waste must be picked up and either taken away with you or placed inside the dog waste bins provided. Failure to pick up your dog(s) waste may result in you being prevented from using the facility.
- Dog waste bins must only be used to dispose of dog waste. These bins contain hazardous waste and care should be taken at all times to avoid contact with waste within these bins.
- The facility may be muddy at times. Users should bring appropriate footwear.
- To ensure full safety of your dog(s) we recommend users park inside of the paddock before releasing dog(s) from vehicles.
- Users must ensure they lock gates from the inside of the paddock for their own security.
- Gates must be secured and locked from the outside upon exiting the paddock using the lock provided. The shed door must also be closed and secure before leaving the paddock.
- Vehicles are parked at owners risk. Chapel Farms Secure Dog Paddock cannot be held responsible for any accidents, damage or loss incurred to vehicles or their contents and valuables.

- Users must ensure water taps are not left running after use.
- Users must discourage their dog from digging. Any holes must be filled in by the user prior to leaving the facility.
- Failure to rectify any damage caused may result in a charge.
- Parts of both paddocks may not be completely level - users should be aware of this to avoid injury to themselves or their dogs.
- Professional dog walkers, trainers and anyone intending to book the facility for business use must contact Chapel Farms Secure Dog Paddock before booking. There may be additional fees for business use – to be agreed with Chapel Farms Secure Dog Paddock before use.
- The standard maximum number of dogs using a paddock at any one time is four. Users should contact Chapel Farms Secure Dog Paddock for special arrangements.
- If users arrive late, bookings cannot be extended.
- Refunds can be made if bookings are cancelled at least 24 hours before the booked slot.
- Bookings made with the intention to pay later at the booking must be paid for via cash through the post box in the paddock at the time of the booking or via electronic payment before the booking. Where packages are purchased with the intention to pay via cash, the package must be paid for via cash through the paddock post box at the first booking of the package.
- If we have to close one or both paddocks due to weather or technical reasons we will notify customers as soon as possible and rebook or refund as required.
- The summer house in both paddocks hold first aid kits should you require them.
- All dogs brought to the facility must be immunised and up to date.
- The user who makes the booking is the responsible person for all other persons, dogs and vehicles they have invited to their booked session.
- Chapel Farms Secure Dog Paddock reserve the right to consider changes at any time or amend these terms and conditions of use at any time.
- If you own a dog currently on the banned breed list (including XL bully 'types' from 31.12.23) you MUST have a Certificate of Exemption & Public Liability Insurance. Copies of this MUST be sent to us prior to your visit. Failure to do so will mean your session can be cancelled. Your dog must also be microchipped and neutered (in line with the government timescales/age). Your dog must not be allowed outside of your vehicle until the vehicle is inside the paddock and the gate has been closed and locked. Upon leaving, your dog must be safely secure in your vehicle before unlocking the gate. Your dog can only be walked on a 1:1 ratio with the handler. If you have more than one dog in your household, you will need to have another member of your household visit with you for the other dog(s) to join you. If you have more than one banned breed within your household, they must be walked on a 1:1 ratio. For example Two XL Bully types from the same household must be walked with two members of the household so there is always a 1:1 ratio (dog to handler). There can be no mixing with any other households. You must not use the facility if you are unable to comply with this.

## **Privacy**

Chapel Farms Secure Dog Paddock requires some of your personal data to allow you to book with us or if you wish to contact us. This data is first name, last name, mobile phone number and Email Address. This data is required to be able to contact you with lock codes and booking confirmations so you can use the facility. Your data is stored with our online booking system provider: "Acuity Scheduling" behind a secure username and password. We will not share your data or use your data for purposes other than for managing your booking with us. Booking and using Chapel Farms Secure Dog paddock is deemed as you agreeing to us using this personal data provided to manage your bookings through our online booking system provider.

**We reserve the right to refuse bookings from anyone that does not comply with our terms and conditions**