

## 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 (Upper and Lower paddocks). 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 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 paddocks. Every reasonable precaution has been taken to ensure the safety of users and their dogs.
- Use of Chapel Farms Secure Dog Paddock paddocks 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 your vehicle by the end of the booked time to ensure the next booking can start on time.
- Dogs must not be allowed out of your vehicle until the previous user is safely in their vehicle and vacated the facility.
- 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 07935744276.
- 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.
- Users must respect the area and contents. Children must not be allowed to climb our fences or gates. Users must keep dogs and children in sight at all times whilst using this facility.
- Persons under the age of 18 should be accompanied by an adult at all times.
- Chapel Farms Secure Dog Paddock paddocks are both non-smoking areas.
- 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 safety and remember to unbolt this upon exit.
- Users must lock the paddock after use using the lock provided.
- 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 and trainers are welcome with prior arrangement.
- The standard maximum number of dogs using a paddock at any one time is four. Users should contact us 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 using the 'Pay later' feature must be paid for via cash through the post box at the paddock or via online payment before the booking. Where packages are purchased with the choice of paying by 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 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.

### **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 your 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**