

## **Terms & Conditions**

### **OPENING TIMES**

Summer – 7am to 7pm (last booking 7pm)

Winter – 8am to 4pm (last booking 4pm)

Strictly no access to the field outside these times

### **SESSION TIMES**

All sessions are 50 minutes long.

They commence on the hour

You are requested to have your dog(s) on the lead and under control/supervision after your 50-minute slot, to allow a 10 minute change over period.

Please do not exceed your allotted time.

CCTV is always in operation

Please observe current social distancing advice

### **SESSION TYPES**

Sessions are booked as an individual with one to four dogs. If you wish to bring more than four dogs, please ring us to discuss.

You can come with a friend, but please let us know as each of you will need to complete a customer form.

We will be holding socialisation sessions for up to 6 owners following the government guidelines. The idea of these sessions is to help dogs that are missing mixing with other dogs. Please ring to arrange.

If you wish to use the field for commercial purposes, please ring us to discuss.

### **BOOKING & CANCELLATIONS**

- Use of the field is strictly by booking only. Any breach of this condition will lead to your permitted use of the field being permanently revoked.
- Bookings are to be made on the website. If this is not possible please call the mobile number within opening hours.
- Bookings are non-transferable to other people and if not cancelled with a minimum of 24 hours' notice payments will not be refunded. When making your booking you must give honest accurate details of the number of dog(s) to be used in the booking. Any changes before the booking takes place must be notified to us in advance.

- Your booking time is on the hour for 50 minutes allowing you to vacate the field before the next customer. Failure to ensure that other customers are not kept waiting to use the field may lead to the withdrawal of the facility for your use.
- Customers must ensure that they leave the car park within 10 minutes of the end time of their booking.
- Bookings that are cancelled with 24 hours' notice or more will be refunded or transferred if you choose. Refunds will be made at the end of each week. To cover the costs of online booking and the administration of refunds, a cancellation fee of £1 will be applied for each cancellation. If you cannot attend your booking for whatever reason you may prefer to simply move the booking to an alternative date and time, please contact us if you wish to do this as this will avoid any cancellation fee being applied. Cancellations are not possible if they are attempted to be made with less than 24 hours' notice, and payments will not be refunded.

## **FIELD & FENCING**

The field and fencing are inspected daily.

However, if you have any concerns notify us immediately.

The field is a countryside-based facility and as such although maintained by us there may be branches, stones and rough ground in the field.

There are no toilets on site although there is access to the toilets in the kennels reception during office hours 9am to 11am and 4pm to 5,30pm.

There is currently no shelter or seating on site.

Any Children under the care and/or control of the client must always be supervised by the client.

The Client shall not bring into the field any article of an inflammable or explosive character, or that provides an offensive smell, or CFC or any civil, electrical, gas or any other apparatus without our written approval.

The Client will not operate the release of any high-flying object as we are next to a private airstrip.

At no time should any dog(s) be tethered to any structures on site, e.g. Fencing, Posts, Gates.

You must not climb on gates fencing or posts

## **VACCINATIONS**

All dogs must be fully up to date with booster vaccinations (Canine distemper, flu, hepatitis, leptospirosis, parvovirus and kennel cough).

Any dogs newly vaccinated against kennel cough will not be permitted until the end of the vaccine's inertia period.

- Canigen & Nobivac 72 hours

- Bronchishield 144 hours (6 to 7 days)

All dogs must be up to date with flea, tick and worm treatment.

## **HEALTH**

All dogs using the facility must be physically well as well as those it lives with.

PLEASE do not bring your dog(s) if they show signs of sickness, diarrhoea, coughing, lethargy etc.

If your dog(s) show any signs of illness during his/her off lead experience please pick up those signs (excrement/ Vomit) and remove your dog from the area immediately and inform a member of staff at once. This can be in person at the kennels office or by ringing the mobile number 07857545558.

## **BEHAVIOUR**

We ask all our clients and their dogs to respect other users of our field/adventure park. Any form of antisocial behaviour is not acceptable.

If your dog(s) proves to be antisocial, please remove him/her from the session immediately.

You are liable for any damage caused by your dog(s) to other dogs, customers, or equipment.

Dogs should not be left unattended at any time. You should always accompany your dog(s) such that you are aware of what they are doing and can ensure they are safe and are complying with these terms and conditions.

In accordance with the law regarding 'Responsible Dog Ownership' you are entirely responsible for yours and your dog(s) safety whilst on the premises. The law states that you should always be in control of your dog(s). This law still applies regardless of if you are alone, or a member of staff is present.

Humping, digging (except in the sand pits) or barking excessively is not acceptable.

Please use the litter bins provided. Do not leave any litter anywhere else.

Please respect our staff and other customers both human and canine.

## **WELFARE**

We want every Canine and human customer to enjoy their off-lead experience here at Ash House.

Only legal Training collars and other aids are to be used.

Any form of rough handling or use of illegal training aids is unacceptable and will result in you being asked to leave our facility at once and will not be permitted to return.

## **BITCHES IN SEASON**

Please **Do Not** bring any female dogs to any group/ social sessions if they are in season or showing signs of coming into season.

Please book a private session.

## **DRESS CODE**

For all handlers please wear appropriate footwear, along with suitable weather proof clothing.

All dogs must be micro chipped and wear an external identification ie dog collar tag

## **PERSONAL RESPONSIBILITIES**

Ash House and the land owner are not responsible and will not accept any liability for any loss, damage, injury or death how so ever and by whom so ever caused excepting that caused by the negligence or wilful misconduct of Ash House or its employees, whether to property, dogs, or person(s) sustained whilst at Ash House Adventure Park.

## **WITHDRAWAL OF FACILITY**

We reserve the right to withdraw permission to use the facility at our discretion, for example on the basis of weather conditions, or where individuals have not complied with the conditions of use. Subject to the reason for the withdrawal of the facility, any advanced payment may be refunded.

However, we shall be under no liability for any other expenses incurred or loss sustained by the client as result of the use of the facility being withdrawn at our sole discretion.

## **RIGHT OF ENTRY**

We will be allowed access at any time onto the land to carry out inspections and only decisions made by Ash House regarding safety and fitness of use, will be binding.

We reserve the right to refuse permission to or evict any persons from the premises.

## **EMERGENCIES**

We have the right to cancel any booking forthwith if Ash House is affected by an emergency / 'Act of God' at any time. Ash House will refund any fees paid in these circumstances.

## **VARIATIONS TO THE AGREEMENT**

We reserve the right to vary these terms and conditions at any time. Any variations so made should be deemed to be incorporated in these conditions.

## **MARKETING & PUBLICATION**

We reserve the right to use any material including texts and images provided by you to us (in any format) or via our facebook / instagram and webpage page for the purposes of marketing and promotion.

## **PRESERVATIONS OF RIGHTS**

This agreement does not create any rights over the land, and the client hiring the field accepts the landowner always maintains control and possession of the Adventure Park.

## **DECLARATIONS**

I/We agree to abide by these rules, terms and conditions, and accept that the use of these facilities are done at my own risk and mine and my dogs behaviour and actions are my sole responsibility and no claim can be made against Ash House Adventure Park or the landowner.

I/We accept that Ash House Adventure Park will not be liable for any liability, losses, claims, actions, damages, costs, expenses, or other liability incurred by the client through hiring the use of the Adventure Park.