PET PRIORITIES PADDOCK

TERMS & CONDITIONS

Entering & Exiting the Field

- Please do not arrive more than 5 minutes early for your session.
- Your 55-minute booking includes the time it takes you to load your dog(s) back into the car. You need to be ready to leave the car park at the end of your allotted time.
- If you arrive early, please remain in your vehicle until the previous users have left. Please bear in mind that the previous customer may have reactive, nervous or antisocial dogs. Some areas of the field are out of sight to the entrance, so be mindful that someone may be using the field, even if there are no cars parked there.
- Customers will be required to open the gate to gain entry to the site with a booking code sent via email on the day of your booking.
- The gate into the carpark must remain closed at all times when using the paddock.
- The gate must be closed on exiting the site.
- No dogs are to be let out of vehicles until the main gate to the site is shut.
- On exiting the field similarly, you must ensure all dogs are on a lead before opening the gate to the car park and placing your dog(s) in your vehicle.
- If the previous appointment is still in the field when your booking is due to start, please inform us immediately on 07508950052.
- Should you enter the field late, this will not alter the end time of your booking. You should ensure that you vacate the site on time so as not to cause any delay to subsequent customers waiting to start their booking.
- Pet Priorities accepts no liability for any damage or loss sustained whilst customers are in the car park.

Code of Ethics

- All dog poo must be picked up and taken home with you.
- Please discourage your dog from digging this can make the field insecure and dangerous to others. Any holes dug must be refilled and reported for safety and security reasons.
- Do not drop litter or leave toys or uneaten treats in the field or in the shelter. Dogs may swallow them and become ill so please take everything home with you at the end of your session.
- No smoking anywhere on site.
- Please respect the neighbours. If your dog persistently barks, you will be asked to leave without a refund and will not be allowed to rebook.

- Do not bring your dog to the field if they are or have been unwell in the last 48 hours. Doing so could be harmful to other dogs.
- Dogs must be regularly treated for flea, tick and worm prevention and fully vaccinated.

Booking & Cancellations

- Use of the field is strictly by booking only and must be paid for in advance. Any breach of this condition will lead to your permitted use of the field being permanently revoked.
- Payments are made through Stripe and paid for through our website.
- When making your booking you must be honest about the number of dog(s) your booking is for (however CCTV is in operation). This could alter the price you pay.
- Each booking gives you 55 minutes field use, this includes the time needed to make your exit.
- It is possible to cancel & reschedule bookings 24 hours prior to your session by logging into your account on our booking system.

Fencing

- Although we will be inspecting and maintaining the fence regularly, holes or other damage to the fence may occur from time to time due to a number of reasons including digging by dogs or other animals, fallen trees or branches, and general wear and tear. If you become aware of any issue with the state of the fence, please let us know immediately and we will make our customers and maintenance team aware.
- Pet Priorities Dog Paddock aims to be a safe space where you can confidently let your dog(s) off lead without having to worry about recall/the presence of another dog(s). Nevertheless, in the absence of any negligence, we are not responsible for your dog(s) escaping and/or leaving the Field, or you encountering other dog(s). You must ensure that, at all times during use of the field, you act as a responsible dog owner. You are responsible for checking the boundary prior to letting your dog off to ensure you are happy with the fencing.

Child Safety

- You are welcome to bring your children to the field, but they must be supervised at all times, and you are responsible for making sure that they do not injure themselves or break any of these terms and conditions.
- Please be aware that the field has not been made child safe, and users must respect the area and contents. Children must not be allowed to climb our fences, gates or equipment and anyone under the age of 16 must be accompanied by an adult.

Parking & Valuables

- Vehicles are parked at owner's risk.
- Pet Priorities cannot be held responsible for any accidents, damage or loss incurred to vehicles or their contents and valuables.
- Please only park in the designated car parking area and not outside of the entrance gate in any circumstance.

Maintenance & Health & Safety

- Customers will be required to bring any drinking water they require for their dogs. No water is provided on site.
- This is a field and although maintained by Pet Priorities there may be branches and stones in the field.
- The paddock may get wet and muddy from time to time (especially in the winter months) so customers must ensure adequate and suitable footwear is worn at all times.
- You must remove all of your personal dog toys and training aids on leaving the field, being particularly vigilant to remove any broken toys or balls. Tennis balls in particular pose a serious choking risk to any dog.
- The Client shall not bring into the paddock any article of a flammable or explosive character, or that provides an offensive smell, or CFC or any civil, electrical, gas or any other apparatus without the written approval of Pet Priorities
- The Client will not operate the release of any high-flying object, without the prior written consent of Pet Priorities and the Civil Aviation Authority.
- At no time should any dog(s) be tethered to any structures within the perimeter of the site, e.g. Fencing, Posts, Gates. You must not climb on gates, fencing or posts.
- Dogs should not be left unattended at any time. You should accompany your dog(s) at all times so 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 using the paddock. The law states that you should be in control of your dog(s) at all times. This law still applies whilst using the paddock too.

Withdrawal of Facility

- Pet Priorities reserve the right to withdraw permission to use the facility at their discretion, for example, during extreme muddy weather conditions, urgent field maintenance 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, Pet Priorities 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

- Pet Priorities will be allowed access at any time onto the land to carry out inspections and only decisions made by Pet Priorities regarding safety and fitness of use, will be binding.
- Pet Priorities reserve the right to refuse permission to or evict any persons from the premises.

Illness and Infection Control

- Owners must ensure that all dogs using the field are up to date with their vaccinations (including kennel cough), worming, flea and tick treatments.
- If your dog(s) or any dog(s) they live with are showing any signs of ill health (coughing, diarrhoea, vomiting, general illness, lethargy etc) you will cancel any pending booking. This is to preserve the health of all dogs visiting the site as some may have weakened immune systems.

Emergencies

- Pet Priorities have the right to cancel any booking. Pet Priorities will refund any fees paid in these circumstances.

Variations to the Agreement

- Pet Priorities reserve the right to vary these terms and conditions at any time. When we do these will be updated on the website. By making a booking, you agree to abide by the terms and conditions on the website at the time of making your booking.

Personal Data

- We require some of your personal data to allow you to book with us. This data is first name, last name, mobile number, postal address and Email Address.
- This data is required so we can contact you with booking confirmations and gate code emails. Your data is stored with our online booking system provider.

Preservations of Rights

- This agreement does not create any rights over the land, and the client hiring the field accepts the landowner maintains control and possession of the dog field at all times.

Personal Responsibilities

- Pet Priorities and the land owners 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 Pet Priorities, whether to property, dogs, or person(s) sustained whilst In the paddock

At Your Own Risk

- The field is a large outdoor space and contains areas of uneven ground which could be concealed under long grass or other vegetation.
- The field contains other hazards consistent with the countryside such as stones and overhanging branches from trees around the edges which may fall or have fallen.
- Use of the Field shall be entirely at your own risk.
- The Landowner accepts no liability for the death of, or injury to, any person/dog or for damage to any property. We also accept no liability for any losses, claims, actions, damages, costs/expenses or other liability incurred by you during the use of the field.
- You agree not to let anyone else onto the field other than any friends or family members you have brought with you to enjoy walking your dogs.

- By bringing friends or family, you agree that you take full responsibility for their safety and for ensuring that they abide by these terms and conditions at all times whilst using the field. Users must report any accident, incident or injury to us immediately by contacting 07508950052.

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 dog's behaviour and actions are my sole responsibility, and no claim can be made against Pet Priorities or the landowner.
- I/We accept that Pet Priorities are not liable for any liability, losses, claims, actions, damages, costs, expenses or other liability incurred by the client through hiring the use of the paddock.
- All individuals present must agree to the terms and conditions and agree to be bound by them.