



We want you to enjoy your time at Ryecroft Meadow, however, we must put some rules in place to ensure your time here runs smoothly. By using our facilities and services you accept the following terms and conditions.

## **Terms and Conditions** (Updated January 2021)

### **GROUND RULES & INFORMATION**

1. Use of our facility is by appointment only. If you turn up unannounced you will be turned away.
2. Your dog must be on lead ANYWHERE outside of the field. We are based on a working farmyard with heavy goods vehicles moving around. There are also horses, hens and other dogs present on the farmyard.
2. Please leave promptly at the end of your session; any user who overstays will be restricted from using our facility in the future. Please do not arrive more than 10 minutes early to your appointment and you and your dogs must remain in vehicles until your appointment starts. If the field is clearly in use during your booked time, do not enter and contact us.
3. Failure to pick up dog waste, rubbish or toys will lead to the refusal of future use. The bin is for dog waste only, please take all other rubbish home. If you find dog waste or toys left by a previous user, please help us out by picking it up.
4. We do not require dogs to be vaccinated, however, we do ask that they are regularly treated for flea, tick and worm prevention. Please do not bring your dog to the field if they are presenting any signs of being unwell.
5. Never leave dogs tethered or unattended in the field, likewise, dogs must not be left in vehicles whilst you walk another dog.
6. The gate must be left shut once you leave the field, even if another user arrives.
7. Please give other people and dogs plenty of space. Any rude or disrespectful behaviour will lead to refusal of future use.
8. We ask that you carry a mobile phone at all times (using the same number you put on booking forms).

## COVID-19:

Follow current WELSH government guidelines regarding who you are allowed to visit with.

If you have any symptoms indicative of or suspect you have been exposed to COVID-19 please reschedule your session.

We recommend bringing gloves/hand sanitiser/wipes to use for gate handles and water taps or use a dog poop bag. You may also wish to bring your own dog water bowl and dog toys.

**Arriving and leaving:** Bookings are scattered throughout the day as we offer both 30 and 50-minute slots with a 10-minute buffer between each. Please leave promptly at the end of your session. There are people on site each and every day who will do random checks, any user who overstays will be restricted from using the facilities in the future. Please do not arrive more than 10 minutes early, you and your dogs must remain in vehicles until your session starts. If the field is clearly in use during your booked time, do not enter and contact us.

## IMPORTANT STUFF

Use of Ryecroft Meadow is entirely at your own risk. Whilst every reasonable precaution is taken to ensure the safety of any person and their dogs, we cannot be held responsible and accept no liability for any accident, injury or death of any person or dog, or damage to any property. Ryecroft Meadow accepts no liability for any losses, actions, claims, damages, costs, expenses or other liability incurred whilst using our facilities. Your behaviour and actions and your dog's, are your sole responsibility and no claim can be made against Ryecroft Meadow.

You are liable for any damage caused inside and outside of the facility by you, your dog(s) or any person in your party. All dogs must be covered under their own third party insurance (public liability insurance). This is usually included in your pet insurance. Dogs Trust provides reasonably priced third party cover see <https://www.dogstrust.org.uk/get-involved/membership/>.

Vehicles are parked at the user's risk. Ryecroft Meadow cannot be held responsible for any accidents, damage or loss incurred to vehicles or their contents and valuables.

Whilst the fields are fenced we cannot ensure absolute security for every dog. We advise that you visit in advance to assess the suitability for your dog(s) by contacting us. Ryecroft Meadow cannot be held responsible should your dog escape or any consequence caused if your dog were to escape.

We are located on a working farmyard. Therefore, Ryecroft Meadow may not be suitable for all dogs due to the proximity of horses, seeing sheep in the distance, sounds of other dogs on adjacent land, gunshots, bird scarers and loud vehicles.

Please contact us if you would like to come and assess the suitability before booking.

You and your dogs must remain in your vehicle until it is your turn to use the facility. Allowing dogs out of cars in the car park when the previous user is in a field could have consequences for nervous and/or reactive dogs. Please be considerate and remember other dogs may not tolerate your dog.

Please follow the clear signs on our farmyard on where to park. It is really important you park in the designated spaces provided. You will be asked to move if you park elsewhere which will take time out of your session. Do not park on any grass unless you are explicitly told to do so.

Do not enter the field while somebody else is in it.

If the previous customer is still in the field when your booking starts, please inform us immediately.

You must always shut the gate when you leave, even if someone is waiting to come in. Please ensure all gates are shut before letting your dog off the lead and when leaving.

## **DOS AND DON'TS**

Do not leave toys, broken or otherwise, uneaten treats or litter in the anywhere at our facility apart from toy baskets and bins. Dogs may swallow items and become ill so please take everything home with you at the end of your session.

Please do not groom your dog anywhere at our facility.

Please do not allow dogs to dig. If dogs wish to dig, encourage them to use the digging pit provided if in The Meadow or redirect them to another activity. If you notice any holes please inform us. If you have a persistent digger use a long line and redirection.

We ask that there is a minimum of 1 adult to 3 dogs for private hire and 1 adult to 2 dogs for events.

If you wish to share your slot with friends it is your responsibility to ensure that they read and agree to these Terms and Conditions. Please ensure that all dogs get along before bringing them to the facility, we urge you not to use our facility to "test" dogs behaviour with one another.

## **YOUR BEHAVIOUR**

Ryecroft Meadow has been designed to provide a safe space where people and dogs can relax. Please give people and dogs plenty of space. Any rude or disrespectful behaviour will lead to refusal of future use.

Please respect our neighbours' privacy, please be mindful of the noise you and your dog make. Please remember we rely on a good relationship with our neighbours in order to provide this resource.

Although Ryecroft Meadow is intended to be a relaxing, fun and safe facility for all dogs, including those with behavioural issues, we ask that dogs who exhibit excessive, persistent patterns of barking behaviour will be restricted from using the facility for both private hire and events.

Please respect the people working on the farmyard. Where needed you may be asked to park somewhere slightly different or be requested to stay in your vehicle for a short period if a heavy goods vehicle is moving around. Please follow any instruction as it is for your safety. If you need help please contact us and do not assume the farmworkers will be able to help you.

## **EQUIPMENT**

Ryecroft Meadow is not liable for any death, damage, injury or loss to any person or animal while using the facility or the equipment within it, or to any third party as a result of any person or dog.

Any equipment provided is for canine use only. Before using the facility or the equipment within it, visit the vet to ensure that dogs are physically fit and strong enough to perform activities.

Do not allow your dog to use any of our equipment in wet or icy conditions as surfaces may become slippery.

Dogs must never be picked up and placed on obstacles. When using the equipment above ground level dogs must wear a harness so that they can be supported during the exercise.

Never push dogs to do anything that they are not physically or mentally capable of. Allow dogs to go at their own pace and always give them the option of not doing something.

Always start with small versions of skills practised in a slow and controlled way with several repetitions. Shaping techniques (rewarding for each successive step that is closer to the final goal) are recommended.

Ensure dogs warm up properly with several repetitions of smaller, slower, simpler behaviours prior to working on the more complicated skills.

## **HEALTH & WELFARE**

Do not bring to the facility any dog that appears unwell, dogs who have a cough, sickness or diarrhoea, have been in contact with an infected animal, have any undiagnosed medical conditions or are known to have an infectious disease. Please leave at least 48 hours before bringing your dog after they have been unwell. This ensures other dogs are not put at risk.

Each and every user, at all sessions must comply with Ryecroft Meadow's reward-based training values. We do not permit the use of any aversive training method or equipment at any time. Such methods and equipment including (but not limited to) shock collars, prong/pink collar and bark collars (spray/vibrating), spray

bottles, rattle cans and physical punishment are prohibited. We reserve the right to cancel or end any sessions that may not comply.

Never leave dogs tethered or unattended in the field, likewise, dogs must not be left in vehicles whilst you walk another dog.

Users must report any accident, incident or injury to us immediately by contacting us. There will be local emergency vet numbers on the field gate should you require them.

Please monitor the weather forecast and assess whether you and your dog will be comfortable in the weather that is forecast for your session. As we are an outdoor facility the ground becomes wet, muddy and slippery in the winter and in the spring/summer it can be hot. We strongly advise you to cancel or reschedule your appointment 24 hours in advance if the weather is not suitable for you. We cannot give refunds for bad weather unless we have made the decision to shut the facility for safety purposes.

## **PROFESSIONALS**

(Dog walkers, trainers, behaviourists etc.) If you wish to use the facility with a professional or if you are a professional and would like to use the facility with your clients, you must contact us.

## **CANCELLATIONS & AMENDMENTS**

Cancellations and amendments must be made 24 hours in advance of the scheduled booking. A 50p admin charge is applicable for ALL cancellations.

## **PRIVACY**

Ryecroft Meadow understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our users and will only collect and use personal data in ways that are described in our privacy policy, in a way that is consistent with our obligations and your rights under the law. We hold your personal information in order to provide you with a service and for internal record keeping.

## **PRICES**

Our standard booking fee for a 50-minute session covers 1-3 dogs with additional dogs charged at £2 each.

For the agility field, extra dogs are charged at £3.

All Ryecroft Meadow services are subject to annual price increases.

**Responsibility/Release and Assumption of Risk:** Client acknowledges that the Services offered may be an activity in which damage or injury to animal(s) and/or persons may occur. The client will assume full financial responsibility for the actions of their animal(s) and any person(s) in their party. I/We Client understand and are aware that the Services described in this Agreement contain inherent risks and

dangers which could result in death, injury and/or damage to and/or by Client's animal(s) which may arise resulting from, but not limited to, the risks of rural settings such as uneven ground, holes, or floods, the hazards of all types of traffic, dangerous dogs and animals, interaction with people and other animals, dog aggression, dog attacks, injury to animals or persons, exposure to areas with novel or unfamiliar stimulus, all types of weather and/or unsafe conditions, the dangers of civil disturbance, the forces of nature. In consideration of, and as part of the payment for the Services provided herein, I/We Client have and do hereby expressly assume all of the above risks. The terms of this agreement shall serve as a release and express assumption of risk for myself, my animal(s), my guest(s), my heirs, assignees, administrators, executors, and all members of my family, including any minors.

I have read and fully understand the provisions and the legal consequences of this Release and Assumption of Risk and I hereby agree to all its conditions, especially noting and agreeing to the release of Ryecroft Meadow and its agents, employees, officers, directors, associates, affiliated companies, subcontractors, and related individuals to the extent permitted by law, from liability for death, injury or damage to or by my animal(s), and assume all risks thereof and full financial responsibility for the actions of my animal(s).

Ryecroft Meadow may use their discretion to stop and end the service at any time that a pet poses a danger to the safety or health of itself or other dogs, people or employees.

Severability: If any provision of this agreement is deemed to be unenforceable for any reason, this will not affect the validity and enforceability of any other provision of this Agreement.

Either Client or Service Provider has the right to terminate this Agreement at any time by notice to the other. Client acknowledges that Services will cease upon termination of this Agreement. This Agreement supersedes all other agreements, written or oral, between Client and Service Provider.

### **Definitions**

1. For the purpose of this document, the Service Provider is Ryecroft Meadow.
2. For the purpose of this document the terms You, Client, User, Pet Owner, Handler and I/We Client are synonymous with the service user.

Ryecroft Meadow reserve the right to consider changes at any time or amend these terms and conditions at any time. We reserve the right to refuse bookings from anyone that does not comply with our terms and conditions.