



Thank you for booking an Introduction at Dogwood!

Welcome to the pack.

Dogwood Adventure Play is intended to be a fun place, but it must also be a safe place.

When you book a session at Dogwood you agree to the Terms of Use. The below Terms are correct on the day of your Introduction but as they are subject to change, please take the time to read the most up to date version every time you book.

**PLEASE NOTE THAT YOUR INTRODUCTION IS NOT COMPLETE UNTIL WE SEE YOUR DOG(S)' VACCINATION DETAILS OR TITER TEST RESULTS.**

#### **GOLDEN RULES**

- 1. Failure to pick up dog waste, rubbish or toys will lead to the refusal of future use. If you find poo left by a previous user, please pick it up and let us know. Leave 5 minutes at the end of your session to check the field is clear. Spot checks take place.**
- 2. Bookings start on the hour and last 50 minutes. Please leave promptly at the end of your session; any user who overstays will be restricted from using the fields in the future. PLEASE DO NOT ARRIVE MORE THAN 2-3 MINUTES EARLY to your appointment at Dogwood West as this can be stressful for nervous and/or reactive dogs. It's ok to arrive earlier to Dogwood East but please park farthest away from the gates.**
- 3. Dogs must be up to date with vaccinations or titer tested and regularly treated for flea, tick and worm prevention. The kennel cough vaccine is advisable but not obligatory. *Proof of vaccinations must be brought to the Introduction Session.* Titer test results should be emailed 48 hours in advance of the Introduction Session. Evidence of boosters must be sent via email on an annual basis to [hello@dogwoodadventureplay.com](mailto:hello@dogwoodadventureplay.com).**

## **THE IMPORTANT STUFF**

Use of the field is entirely at your own risk. Dogwood Adventure Play accepts no liability for the death of or any injury of any person or dog, or for damage to any property. Dogwood Adventure Play also accepts no liability for any losses, claims, actions, damages, costs, expenses or other liability incurred whilst onsite. Yours and your dogs' behaviour and actions are your sole responsibility and no claim can be made against Dogwood Adventure Play.

You are liable for any damage caused inside and outside of the field 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.

We are located in a rural setting amongst working farmland. Therefore Dogwood Adventure Play may not be suitable for all dogs due to the proximity of livestock, sounds of neighbouring farm dogs, gunshots and bird scarers. Please assess the suitability for your own dog.

## **ARRIVING & LEAVING**

You and your dogs must remain in your vehicle until it is your turn to use the field. Allowing dogs out of cars in the car park when the previous user is in the field could have consequences for nervous and/or reactive dogs.

Vehicles must never be parked on the grass, inside the fields or out.

Never enter the field while somebody else is in it. There is a lock to lock yourself in to prevent anyone from entering when you are inside.

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

Once the field is vacated, hook the gate to the chain and drive into the field. Gently close the gate behind you and lock it.

Inner gate: on leaving the field, please always lock the inner gate, even if someone is waiting to come in. This is to ensure that only authorised users can access the facility. Never divulge your passcode to anyone.

Outer gate of Dogwood West: it is your choice whether you lock yourself in or not. You do not need to lock this gate when you leave unless you have the last appointment of the day – please check sign on inner gate for last appointment time.

Outer gate of Dogwood East: please leave the outer gate of Dogwood East open during your appointment. You do not need to lock this gate when you leave unless you have the last appointment of the day – please check sign on inner gate for last appointment time.

## **ETIQUETTE**

Dogwood Adventure Play is a safe and peaceful retreat for everybody. Please give people and dogs plenty of space. Any disrespectful behaviour will lead to refusal of future use.

Please respect neighbours' privacy. Dogwood Adventure Play is not affiliated with neighbouring farms and residential properties. Please do not enter their land.

Although Dogwood Adventure Play is intended to be a safe space for all dogs with behavioural issues, it is a condition of our Environmental Health department that dogs who exhibit excessive, persistent patterns of barking behaviour will be restricted from using the facility.

## **DOS AND DON'TS**

Do not drop litter or leave toys or uneaten treats in the field. 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.

No grooming anywhere on site.

If dogs wish to dig, encourage them to use the digging pit provided. Any holes dug outside of the pit must be refilled and reported for safety and security reasons.

There must always be a ratio of no more than 3 dogs to 1 adult.

If you wish to share your slot with friends it is your responsibility to ensure that they read and agree to these Terms of Use. Please ensure that all dogs get along *before* bringing them to the facility.

## **EQUIPMENT**

Dogwood Adventure Play 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.

The equipment 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 use equipment in wet or icy conditions as surfaces become slippery.

Dogs must never be picked up and placed on obstacles. When using 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**

Dogs must be up to date with vaccinations or titer tested and regularly treated for flea, tick and worm prevention. If titer testing we also require the leptospirosis vaccination. Proof of vaccinations must be brought to the Introduction Session. Titer test records must be sent to us 48 hours in advance of the Introduction Session.

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.

All sessions must comply with Dogwood Adventure Play's reward-based training values. We reserve the right to cancel or end any session that may not comply.

Never leave dogs unattended in the field and no dogs to be left in vehicles while you walk other dogs in the field.

Please monitor the weather forecast and assess whether you and your dog will be comfortable in the weather that is forecast for your session. We are an outdoor facility exposed to the elements; in winter the ground will be muddy and slippery, if it's sunny it will be hot. We strongly advise you to cancel your appointment 24 hours in advance if the weather is not suitable for you.

## **PROFESSIONALS**

If you wish to use the field with a professional or if you are a professional and would like to use the field with your clients, please 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**

Dogwood Adventure Play is committed to ensuring that your privacy is protected. We hold your personal information in order to provide you with a service and for internal record keeping. Your name is needed to track payments and your email address is needed to send you the gate access code. If you opt in to receive news updates from us you have the option to opt out at any time. We will never pass your information to any third party. By processing your booking and indicating that you would like to receive further information from us, you consent to us using your personal

information in the above ways. To view our full Privacy Notice please visit [www.dogwoodadventureplay.com/privacy-notice](http://www.dogwoodadventureplay.com/privacy-notice).

## PRICES

The standard booking fee covers 1-3 dogs; additional dogs are charged at £2 per dog up to a maximum of 8 dogs.

All Dogwood Adventure Play services are subject to an annual price increase.

**FINALLY... ENJOY!**

**YOU CAN NOW RELAX KNOWING THAT YOU AND YOUR DOGS  
HAVE A SAFE SPACE TO EXERCISE.**

*Say hello*

07305 091 997  
@dogwoodadventureplay  
#dogwoodadventureplay  
[www.dogwoodadventureplay.com](http://www.dogwoodadventureplay.com)  
[hello@dogwoodadventureplay.com](mailto:hello@dogwoodadventureplay.com)

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I agree to the Terms of use and will regularly check for updates at  
<https://www.dogwoodadventureplay.com/terms>

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_