**DOG HAVEN** - Darlington

YOU ARE AGREEING TO THE TERMS AND CONDITIONS SHOWN ON THIS PAGE

 **1. Liability –** No responsibility will be taken by the landowner/s or organisers for damage or injury sustained to property, individuals or animals whilst using the field or on the property.

All vehicles parked on the property are left entirely at their owners’ risk. No responsibility for damage or accidents can be taken by Dog Haven.

Any breakages or damage to the field, equipment or perimeter fencing will be paid for by the dog owner.

All dogs using Dog Haven ***must*** be fully up to date with their inoculations.

COVID 19 – if owners are showing any symptoms or are positive for Covid 19, please do not attend your appointment and rearrange your slot.

 **2. Booking Arrangements –**Booking is made preferably through the website ***www.doghaven.co.uk*** or through calling the business number 07841 696203

 **3. Payment –**All payments to be made through website. The field can only be used if it has been booked & paid for prior to arrival.

 **4. Cancellation Policy –**If the user arrives late, the booking time cannot be extended. 24 hrs notice is required for any cancellations. Refunds can only be given for cancelled bookings if that space is filled by another client.

 **5. Bookings –** are non-transferable. The person making the booking must be present and must ensure that anyone else attending is made aware of and adheres to the Terms and Conditions of Dog Haven

**6. Entering/Leaving the Field –**It is the responsibility of those using the field to book a slot which allows enough time to unload their animals, use the field and get them back into their vehicles afterwards within their time slot. The slot is not just for use of the field. We suggest 25 mins or 55 mins maximum in the field and 5 mins to return to your car.

It is the dog owner’s/user’s responsibility to inspect the field to ensure that it is suitable for use by their dog(s), fence height, proximity to farm animals, other dogs, equipment etc.

Anyone remaining over their time slot in the field will need to pay for the extra slot and be discouraged from re-booking.

It is the user’s responsibility to ensure the gates are locked from the inside whilst they are in the field.

Dogs must be back in the car before the end of their session.

When not in the secure area Dogs MUST always be kept on a lead

Please keep dogs in your vehicle until the previous users have loaded their dogs back in their vehicle. The only exception to this rule will be if the previous customers have gone over their allotted time.

**7. Code of Ethics –**Choke chains, prong collars and electronic devices are not allowed.

Harsh handling of dogs, either verbal or physical is not allowed.

To maintain the professional integrity Dog Haven, dog trainers working with their clients will only be allowed by prior arrangement.

Professional dog walkers will only be allowed by prior arrangement. No subletting of the field is allowed. Anyone hiring it on a professional basis can do so only with the management’s permission (phone 07841 696203)

Any owners who cannot get their dogs back at the end of their session must notify a member of the team on site. Any additional sessions used must be paid for.

Dogs that excessively and continually bark whilst around other dogs must be kept in the car until previous clients have left the premises at Dog Haven. If a dog continues to bark excessively in the park, the customer and dog(s) may be asked to leave.

**8. Maintenance –**The hirer must bring their own poo bags and remove ALL dogs poop after their dog(s). Dog Haven will provide adequate poo bins.

No litter is to be left in the field as this presents a risk to other users and their dogs.

We inspect the field regularly and fencing daily to maintain security but please notify a member of the Team if you have any concerns.

During winter the field may be muddy and waterproof/Wellington boots are advised.

If part of the field gets badly flooded then the area will be cordoned off and if excessive flooding, the park will be closed and money refunded.

 **9. Parking –** Vehicles are left entirely at your own risk and Dog Haven accept no responsibility for any loss or damage incurred, accident or otherwise, whilst they are on the premises. Please drive slowly into and out of the property as this is also the resident’s access. Please turn your vehicle and do not reverse out the driveway onto Roundhill Road.

 **10. Children – 3** Children max (under 14) are welcome on the field but must always be accompanied and supervised by an adult.

 **11. Data Protection –** We only retain your contact details (name, email and telephone number) in the event of having to contact you regarding your booking. The information is not used for any other purpose or shared to any other parties.

**12. Complaints -** If you have any complaints about the park, please email Lennoxfamily@doghaven.co.uk or call a team member on 07841 696203**,** we will aim to reply within 5 working days.

**Dog Haven,** **Copse Haven, Roundhill Road, Hurworth Moor, Darlington, DL2 1QD**