



We are excited to offer you and your dogs a wonderful space to enjoy here at Ryecroft Meadow. We've established these terms and conditions to help ensure a pleasant and seamless experience. By using our facilities, you agree to these terms and conditions, designed to create a safe and enjoyable environment for everyone.

## Terms and Conditions **(Updated August 2024)**

### 1. GROUND RULES

- **Self-Service Facility:** Site and field access is by appointment only. Unannounced arrivals will be turned away. Ryecroft Meadow operates a self-service facility. Staff are not on-site 24/7 to assist. You must carry your mobile phone (using the number you provided during booking) with you at all times for communication and emergencies.
- **On-Lead Policy:** Ryecroft Meadow is on a working farm. Your dog must be on a lead anywhere outside the field due to the presence of heavy goods vehicles, horses, farm animals and other dogs.
- **Arrival & Departure:** Please arrive at most 10 minutes early and remain in your vehicle until your session starts. If the field is occupied during your booked time, NEVER enter, keep your dogs in the car (or out of sight if on foot) and contact us immediately. Access codes are not required to enter the facility.
- **Gate Policy:** Ensure the gate is securely shut when you leave. This prevents wildlife from being trapped inside the fields.
- **Cleanliness:** Pick up all dog waste and toys. The bins provided are for dog waste and broken toys only; please take all other rubbish home. Failure to pick up after your dog may result in future use being refused. If you find dog waste or toys left by a previous user, we would appreciate your help in picking them up. Smoking is strictly prohibited anywhere at the facility. Spot checks are conducted to ensure compliance.
- **Dog Management:** Never leave dogs tethered or unattended in the

field. Dogs must not be left in vehicles while walking another dog.

- **Respect Others:** Give others plenty of space. Rude or disrespectful behaviour will result in refusal of future use.
- **Group Bookings:** If you are bringing guests or friends, it is your responsibility to ensure they are informed of the location details, name of the field booked and all the facility rules. (*Tip:* Forward your confirmation email to them).
- **Field Security:** While the fields are fenced, absolute security for every dog cannot be guaranteed. We advise you to 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 for any consequence caused if your dog were to escape. We strongly encourage you to bring a bike lock, especially if you have reactive dogs, for added peace of mind (locks using a key are not allowed).
- **Booking Under False Pretences:** Bookings must be made under the name of the person attending. Booking under false pretences and not for the sole purpose of exercising your dog will result in an immediate ban.

## 2. IMPORTANT INFORMATION

- **Assumption of Risk:** Use of Ryecroft Meadow is entirely at your own risk. We accept no liability for any accidents, injuries, damages or death.
- **Third-Party Insurance:** We recommend your dogs are covered by third-party insurance (usually included in pet insurance). Dogs Trust provides reasonably priced third-party coverage; find out more [here](#).
- **Parking:** 5mph speed limit. Vehicles are parked at the user's risk. Please follow the marked signs and use only the designated parking spaces. Two cars are allowed per booking in the Hillside/Agility car park and three at Adventure. Additional vehicles must park in the designated "waiting area". Do not park on grass unless specifically instructed. Failure to park correctly will require you to move your vehicle, which may reduce your session time. For directions and parking information, see [here](#).
- **CCTV & Security:** Please be aware that CCTV operates throughout Ryecroft Meadow for the safety and security of all users.
- **Farmyard Proximity:** Ryecroft Meadow is located on a working farmyard, which may not be suitable for all dogs due to noise, such as bird scarers, vehicles, and other animals. Please drive slowly and remain vigilant for farm activities. Always respect farm workers and

use caution when navigating the facility. Please contact us if you want to come and assess the suitability before booking.

- **Grooming and Digging:** Do not groom your dog anywhere on the premises. Do not allow dogs to dig except in the designated digging pit. If you notice any holes, please let us know. Use a long line and redirection if your dog is a persistent digger.

### 3. USE OF EQUIPMENT

- **Liability:** 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.
- **Canine Equipment Use:** Any equipment provided is for canine use only. Consult a vet before use to ensure your dog is physically fit and strong enough for the activities.
- **Weather Conditions:** Do not allow your dog to use equipment in wet or icy conditions, as surfaces may become slippery.
- **Handling:** Dogs must not be picked up and placed on obstacles. When using equipment above ground level, dogs must wear a harness for support during the exercise.
- **Dog Capability:** Never push dogs to perform activities they are not physically or mentally capable of. Allow dogs to go at their own pace and provide the option to opt out of any activity.
- **Training Techniques:** Start with small, simple versions of skills, practising them slowly and with several repetitions. Shaping techniques are recommended, which involve rewarding each successive step closer to the final goal.
- **Warm-Up:** Ensure dogs warm up properly with several repetitions of more straightforward behaviours before progressing to more complicated skills.
- **Equipment Care:** Any damage to equipment must be reported immediately by emailing [contact@ryecroftmeadow.com](mailto:contact@ryecroftmeadow.com). Do not use damaged equipment. If the contact equipment is laid down (such as during windy conditions), do not attempt to pick it up. Ensure all equipment is used properly and handled carefully to prevent damage. Use equipment only for its intended purpose to ensure safety and longevity.

#### 4. HEALTH & WELFARE

- **Unwell Dogs:** Do not bring any dog that appears unwell or has been in contact with an infected animal. Doing so could be extremely harmful to other vulnerable dogs. Wait at least 48 hours after symptoms subside before returning.
- **Training Methods:** At all sessions, every user must comply with Ryecroft Meadow's reward-based training values. The use of aversive training methods and equipment is strictly prohibited. This includes but is not limited to shock collars, prong or pinch collars, bark collars (spray/vibrating), spray bottles, rattle cans and any form of physical punishment. We reserve the right to cancel or terminate sessions that do not comply with these standards.
- **Weather Considerations:** Assess the forecasted weather to ensure it is suitable for you and your dog. As an outdoor facility, the ground may be wet, muddy and slippery in winter and hot in spring and summer. We strongly recommend rescheduling your appointment at least 24 hours in advance if the weather is unfavourable. Refunds will not be issued for poor weather conditions unless we close the facility for safety reasons.

#### 5. PROFESSIONALS

**Professional Use:** If you are a professional (e.g., dog walker, trainer, behaviourist, photographer) or plan to bring one along, you must receive approval from us before any professional use; email [contact@ryecroftmeadow.com](mailto:contact@ryecroftmeadow.com).

#### 6. DOGS AFFECTED BY BREED SPECIFIC LEGALISATION

**Your dog is welcome here:** however, before your initial booking, please provide proof of exemption and third-party public liability insurance by emailing a copy to [contact@ryecroftmeadow.com](mailto:contact@ryecroftmeadow.com). We will reply confirming we have everything we need and with the facility rules specific to BSL dogs.

#### 7. CANCELLATIONS & AMENDMENTS

**24-Hour Notice:** Cancellations and amendments must be made 24 hours before the scheduled booking. A 50p admin charge applies to all cancellations. We can offer you a voucher code for the total amount to use

at a later date to avoid this fee.

## 8. PRIVACY

**Data Protection:** Ryecroft Meadow respects your privacy and will only collect and use personal data in ways consistent with our privacy policy.

## 9. PRICES

**Booking Fees:** All Ryecroft Meadow services are subject to annual price increases.

## 10. RESPONSIBILITY & ASSUMPTION OF RISK

**Risk Acknowledgment:** Clients acknowledge that using our services involves risks and accept full financial responsibility for their actions and those of their dogs.

**Termination:** Ryecroft Meadow reserves the right to terminate any session or service if a dog poses a danger to others.

## 11. SEVERABILITY & TERMINATION

**Agreement Terms:** If any provision is unenforceable, the validity of the other provisions remains unaffected. Either party may terminate this agreement with notice, ceasing services upon termination.

## 12. CHANGES

We reserve the right to amend these terms and conditions at any time and refuse bookings for non-compliance.

## 13. ENJOY!

We look forward to welcoming you and your dogs to Ryecroft Meadow. Enjoy your time in our enclosed and relaxing spaces. We value your feedback, so please feel free to share your thoughts by emailing us at [contact@ryecroftmeadow.com](mailto:contact@ryecroftmeadow.com).