

## **Terms and Conditions.**

### **General**

- Pre-booking and payment in advance are required.
- Owners will have exclusive use of the field during the time they have pre-booked for.
- Markshall reserve the right to cancel bookings under certain circumstances i.e., extreme weather conditions. In these circumstances, a full refund will be issued. The individual who made the booking will be notified of such cancellations.
- Markshall cannot make refunds for cancellations, late arrivals, or no shows. Bookings can be rearranged up to 24 hours prior to the booking.
- Markshall shall be allowed access at any time onto the field, during the booking time slot to carry out inspections and any decisions made by us regarding safety and fitness of use will be binding. We reserve the right to refuse admission to or evict any person or dog from the field if we deem it necessary (without liability to you).
- Appropriate footwear is recommended as the ground may be uneven, wet, and slippery in places.
- Children need to be supervised at all times.
- Bookings are limited to no more than four dogs.
- We reserve the right to ask parties to leave if they do not adhere to these terms and conditions.
- No smoking, fires or barbecues are allowed.
- Markshall does not accept the liability for any accident, injury or misadventure however so incurred.
- Owners are liable for any damage caused in the vicinity of the field by their dog(s) or any person in their party.
- It is the owner's responsibility to ensure that themselves and their dog(s) are prepared for the weather conditions which includes bringing water for both them and their dog(s). Water can be purchased from the Orchard Kitchen.
- Dog trainers and behaviourists must contact the Visitor Centre prior to their booking to make us aware of the number of dogs they are bringing and the behaviours of the dog(s). There is a maximum of four dogs in any booking.

### **Arrival and departure**

- Extensions cannot be offered for any late arrival to the field.
- Owners shouldn't enter the field before checking in with the Admission Team and before the last party has left. You are welcome to walk your dog around Markshall and enjoy the Orchard Kitchen Café before your session – admission charge for the Woodlands and Arboretum applies.
- Owners should leave promptly at the end of their session. Markshall ask that owners leave sufficient time to recall their dog(s) before leaving the field.
- Owners should lock the gate behind them after their session, even if someone is waiting to enter.
- Owners should close the gate at the beginning of their session.

### **Dogs**

- Markshall will not be held responsible or liable for dogs that escape from the field.
- Owners must always stay with their dogs and take their dog with them if they need to leave the dog field. Markshall ask that dogs are kept on leads in the vicinity of the Visitor Centre and within the Arboretum.

- Owners must pick up all their dog's poo and put it in the bin provided.
- Owners shouldn't allow their dog to dig anywhere in the field.
- Markshall cannot guarantee that all dogs are immunised, so the risk of infectious diseases is the same as going for a normal dog walk, as are the risks from natural hazards such as ticks and grass seeds.
- All dogs using the field must be wormed and have all vaccinations up to date or have been titre tested.
- Owners should cancel and re-book as required if their dog is ill or has been ill within the last 48 hours before the session.
- In keeping with the law regarding 'responsible dog ownership', owners are responsible for their dog(s) safety and behaviour whilst at the field and premises. This also states that owners should be in control of their dog(s) at all times.

Any concerns or problems should be reported to the team.

To show that you have acknowledged these terms and conditions, please sign, print name and date below:

Signed:

Print name:

Date: