

Dog Walking Field – Management Plan



Site Operations and General Use

1. All customers use BarkPark at their own risk. BarkPark accepts no liability for incidents, accidents, or injuries occurring on the site or within the field.
2. Vehicles and any contents are left at the customer's own risk.
3. All users must hold a confirmed booking prior to visiting to ensure controlled and staggered access.
4. Children are welcome to attend but must be supervised by an adult at all times.
5. Climbing on fencing, gates, structures, or any agility equipment is strictly prohibited.
6. The field is for private hire only, and customers must adhere to all rules to ensure safe and considerate use.
7. Bookings are staggered to ensure no crossover of users, reducing potential noise from dog-to-dog interactions.

Access, Parking & Arrival Procedures

To minimise disturbance and ensure smooth operation:

Arrival:

1. Customers must not arrive more than 5 minutes before their allocated session.
2. On arrival, customers must wait in their vehicle until the previous user has fully exited.
3. Parking is available on the designated gravel area directly in front of Gate 1.
4. Gate codes for Gates 1 and 2 will be sent automatically via email 1 hour before the booking. These codes will be changed regularly for security.

Entering the Field:

1. Dogs must remain on lead outside the secure field area (before Gate 2).
2. The gate must be fully closed and secured before letting dogs off lead inside the field.

Exiting the Field:

1. Dogs must be returned to the vehicle before the session end time to ensure prompt departure for the next user.
2. All gates must be closed and secured when exiting.
3. If any issue arises on arrival or departure, customers can contact BarkPark on 07990032300.

Dog Welfare, Health & Behaviour**To ensure responsible use and protect other dogs, wildlife, and the environment:**

1. All dogs must be fully vaccinated and wormed.
2. No dog showing signs of illness, diarrhoea, kennel cough, or other communicable symptoms may enter the site.
3. Dogs must be supervised at all times and never left unattended anywhere on the premises.
4. Aggressive behaviour must be controlled; owners are responsible for ensuring their dog's behaviour does not cause risk or nuisance.
5. Exercising dogs outside the designated secure field area is strictly prohibited.

Waste Management & Cleanliness**Maintaining hygiene is essential for public health and environmental protection:**

1. All dog waste must be collected immediately by the owner.
2. Free dog waste bags and an on-site waste bin are provided.
3. Customers must not leave any litter, equipment, or personal items behind.
4. All non-dog-waste rubbish must be taken home by the user.
5. The field will be checked regularly by the team with waste removed and cleanliness monitored

Booking System & Security:

1. All bookings will be made online through the secure website.
2. Gate codes are unique and time-limited, reducing unauthorised access.
3. Codes change regularly to maintain site security.
4. The automated booking system ensures no overlapping usage and keeps an audit trail of all field users.

Cancellation & Refund Policy

To ensure fairness and clarity for all users:

1. No refunds or extensions will be provided for late arrivals, illness (owner or dog), or no-shows.
2. Customers may reschedule their booking via the website up to 24 hours in advance.
3. BarkPark reserves the right to close the field at any time due to weather, maintenance, or safety concerns.
4. In the event BarkPark cancels a session, users will receive a full refund and will be notified via the email provided at booking.

Site Safety & Maintenance:

1. Fencing, gates, and equipment will be checked routinely for damage, security, and wear.
2. Grass and vegetation will be maintained to a safe height for dog play and visibility.
3. Any hazards identified will result in temporary site closure until resolved.
4. A clear emergency contact number (07990032300) is provided to all users if they have any concerns.

Environmental Considerations:

1. The site will maintain natural grassland to promote biodiversity.
2. Waste disposal is managed responsibly to protect wildlife and surrounding land.