



PLAY SESSION AGREEMENT

Welcome to **The Zippy Zoomers**! A safe, happy place for your dog to zoom, sniff, and socialise in a secure space with like-minded playmates.

Sessions may include group play or a combination of a solo run and group play — more info below!

Before we get zooming, please read and agree to the following. It keeps everyone safe, relaxed, and in the zone.

1. What You're Agreeing To

By attending a Zippy Zoomers play session, you confirm:

- You are the legal owner/guardian of the dog(s) you're bringing.
- You will stay with your dog the entire time and supervise them closely.
- You are responsible for your dog's behaviour — not The Zippy Zoomers or the venue.
- You understand this environment may not suit every dog, and that's okay!

2. About the Venue

- Venues may vary across Carmarthenshire and will be confirmed when booking.
- Please wait in your car or outside until a staff member calls you in.
- Most venues have toilets, free parking, and shelter — but details vary and will be confirmed upon booking.
- There are no refreshments available at the site (please bring your own if required)
- Please bring your own:
 - Water bowl & water
 - Dog coat (*if necessary*)
 - Something comfy for your dog to rest on (*if necessary*)
 - Muzzle (*if necessary*)

You agree to comply with any additional safety rules or restrictions set by the venue, including but not limited to livestock protection and parking rules. Failure to comply may result in removal from the session without refund.

Please Arrive On Time (or 5 Minutes Early)

To ensure a smooth and enjoyable experience for all, we kindly ask that you arrive *on time or 5 minutes early*.

Late arrivals cause significant disruption, as we have to stop play and put all dogs back on leads. This not only affects the flow of the session but can also unsettle the group.

If you are significantly late, you may be denied access to the playgroup.

3. Safety for Humans & Dogs

- All dogs must be:
 - Insured (We recommend that all attendees carry appropriate third-party pet liability insurance in case of injury or damage caused by their dog)
 - Healthy, vaccinated, and flea/worm treated (if your dog has shown signs of Kennel Cough, Sickness, Diarrhea or any other contagious condition in the past 72 hours you should not attend playgroup)
 - Not in season (bitches)
 - Sociable with other dogs and humans
 - Muzzled if required for their comfort/safety (muzzles are welcome)
 - Please so not feed your dog 2 hours before or after the play session to reduce the risk of bloat.
- Unneutered males are welcome but may be assessed before joining.
- We reserve the right to pause or remove any dog whose behaviour causes stress or risk to others.

Please remember:

- **Children under 16 must be supervised** at all times.
 - **No smoking** anywhere on-site, including the car park and surrounding areas.
 - **First aid items are available** for dogs and humans if needed.
 - If your dog needs space, a break, or time to calm down, you may remove them and give them time to reset with you.
 - **Multiple dogs from one household** are allowed if you can safely supervise them.
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4. Health & Emergency Disclosure

- You confirm that your dog is in good health and that you have disclosed any relevant medical or behavioural issues prior to the session.
 - In the event of a medical emergency, we reserve the right to seek veterinary care for your dog at your expense.
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5. First Aid & Injury Disclaimer

While Zippy Zoomers staff are trained in basic canine first aid, they are not licensed veterinarians and cannot diagnose or treat injuries. If your dog is involved in an incident during play, you accept full responsibility for seeking any further veterinary care at your own discretion and expense.

Please be aware that dogs at play — especially those who play roughly or are not regularly socialised — may be at increased risk of injury, including cuts, scrapes, or more serious incidents such as bites or joint strain. Group play environments can also cause stress or anxiety in dogs who are not accustomed to high-energy social settings. By attending, you acknowledge and accept these risks as part of the playgroup experience.

6. Code of Conduct

You agree to:

- Stay alert and **keep eyes on your dog** at all times — if your dog is in the arena, so are you.
- Keep your dog on a lead at all times (other than during the play session, of course!)
- Be respectful and supportive of others (this is a judgment-free zone!).
- All poop must be scooped!
- Take all dog waste home unless bins are provided.
- Let us know of any incidents or concerns straight away.
- **DO NOT** open any gates to enter or leave the arena while dogs are off lead.
- **At the venue** – If you have to open the gate, shut it behind you. If it is open, leave it open! **There may be livestock and horses relying on those gates being open/closed.**

Your dog agrees to:

- Play kindly — no excessive humping, bullying, biting or barking!
- **NO** bones, large shared treats, or toys during group play.
- Keep toys for solo runs only.
- Accept that sometimes...time to reset is necessary.

If your dog exhibits signs of aggression or causes an incident, you may be asked to leave.

7. Booking & Cancellations

- Sessions must be booked in advance — spaces are limited.
- Payment must be received to confirm your place at the play session.

Cancellations: (Emergencies will be reviewed case-by-case)

To secure your dog's place in the playgroup, **full payment is required at the time of booking.**

Because we hire a private venue and need to cover fixed costs, the following cancellation terms apply:

- **Cancellations made more than 48 hours in advance** are eligible for a **50% refund** (with 50% retained as a non-refundable deposit).
- **If your space is filled**, you will receive a **full refund**, regardless of when you cancel (up until 12 hours before the sessions start).

- **Cancellations made with less than 12 hours' notice, no-shows, or late arrivals denied access will not be eligible for a refund**, due to the disruption caused and the low likelihood of filling the space on such short notice.

In case of severe weather or unforeseen venue issues, we may cancel or reschedule your session. You will be notified as soon as possible and offered an alternative date or full refund.

8. Photos & Videos

- We may take photos or videos to use on our social media & website.
- You're welcome to take your own photos or videos — please share the zooms!
- **ONLY** take photos/videos of the play session – Please avoid capturing other areas of the venue.

9. The Legal Bit – Waiver & Consent

You agree to indemnify and hold harmless The Zippy Zoomers, its staff, volunteers, and the venue from any claims, liabilities, or expenses arising from your, or your dog's participation in the session.

By attending, you accept that:

- You are fully responsible for your dog's actions at all times.
- You will not hold The Zippy Zoomers, staff, volunteers, or venue liable for:
 - Injuries to dogs or humans (*however caused*)
 - Property damage
 - Illness or stress caused by the session

You understand that even well-socialised dogs may react unpredictably in group environments. We do our best to curate safe groups, but cannot guarantee every interaction.

Contact us:

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