



PLAYGROUP

Terms & Conditions

Welcome to The Zippy Zoomers Playgroups! 🐾

A safe, welcoming place for dogs to zoom, sniff, socialise and simply enjoy being dogs in a secure environment.

Our playgroups take place in a **secure indoor equine arena with a soft sand surface**, providing plenty of room to run and play whatever the weather.

At The Zippy Zoomers, we know that every dog is different. Some love a fast game of chase, others prefer gentle sniffing or making new friends at their own pace. That's why we carefully organise our sessions to create groups that are enjoyable, appropriate and as safe as possible for everyone attending.

Before you and your dog join us, please take a few minutes to read through these Terms & Conditions. They help us keep our playgroups safe, relaxed and enjoyable for every dog and owner.

By booking and attending a playgroup, you confirm that you have read, understood and agree to the following Terms & Conditions.

About Our Playgroups

The Zippy Zoomers playgroups are designed to provide dogs with the opportunity to enjoy safe off-lead exercise and social interaction within a secure enclosed environment.

All sessions take place in a secure indoor equine arena with a soft sand surface.

Every session is supervised by The Zippy Zoomers, with the focus always being on positive experiences, responsible dog ownership and safe play.

To help create the best possible experience:

- Playgroups are generally organised by **size**, for example Greyhounds (large), Whippets (medium) and Italian Greyhounds (small).
- Where numbers allow, groups may also be organised by **play style, confidence or energy levels** to create the most suitable environment for the dogs attending.
- All sessions are **group play sessions**. The Zippy Zoomers does not offer solo arena sessions as part of the playgroup service.

Group Sizes

To help maintain a safe and enjoyable environment:

- Most playgroups are limited to a maximum of **6 dogs**.
- Smaller breed groups, such as our **Iggy Club** or **Puppy Playgroups**, may occasionally accommodate additional dogs where the original 6 participants are comfortable and the group dynamics remain suitable.
- The Zippy Zoomers will determine the appropriate group size for each session based on the dogs attending and their individual needs.

Minimum Numbers

Playgroups require a minimum of **3 participants** to run.

If fewer than three dogs are booked, the session may be cancelled or rearranged unless otherwise agreed.

Where a session is cancelled due to insufficient numbers, clients will be offered either:

- An alternative session.
- A full refund.

Code of Conduct

The Zippy Zoomers is built around creating a safe, supportive and positive environment where dogs and their owners can enjoy social experiences together.

To help us maintain this environment, all attendees agree to:

During the Session

- Stay alert and supervise your dog throughout the session.
- Remain inside the arena with your dog during group play.
- Follow instructions given by The Zippy Zoomers regarding introductions, breaks, safety and group management.
- Be respectful and supportive towards other dogs and owners.

- All poop must be scooped!
- Raise any concerns or incidents with The Zippy Zoomers as soon as possible.

Safety Rules

- Dogs must remain on lead until instructed otherwise.
- Dogs must remain on lead when outside the secure play area.
- Do not open arena gates while dogs are loose.
- Children must remain supervised at all times.
- Smoking and vaping are not permitted during sessions.
- 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.**

During Group Play

To reduce the risk of conflict and ensure dogs can enjoy the session safely:

- No toys are permitted during group play.
- No bones, chews or large treats are permitted inside the arena.
- Please ask the owner before offering treats to another person's dog.
- If your dog needs space, a break or time to reset, you are encouraged to remove them from play and allow them time to calm down.
- Please let The Zippy Zoomers know if you need to leave the arena for any reason so appropriate arrangements can be made for safety.

Dogs communicate differently, and appropriate play can look different between individuals. The Zippy Zoomers will monitor interactions and may intervene where necessary to support positive experiences.

If a dog displays behaviour that causes concern, creates a safety risk or significantly impacts the wellbeing of others, The Zippy Zoomers reserves the right to pause participation or ask the owner to remove their dog from the session.

Booking & Payment Policy

To ensure sessions are organised safely and group numbers can be managed correctly, all playgroup bookings must be made through **The Zippy Zoomers website booking system only.**

The website booking form allows us to collect the necessary information about your dog, manage available spaces and ensure appropriate numbers for each session.

First time bookings made through social media messages, WhatsApp or other communication methods cannot be accepted as confirmed bookings.

A booking request does not guarantee a space.

Playgroup Booking Process

When booking your first session, you will complete the booking form through The Zippy Zoomers website.

Your answers on the booking form will be reviewed and once accepted:

- You will receive an invoice email from **info.thezippyzoomers@gmail.com** ONLY.
- The invoice will include payment details for bank transfer.
- **Full** payment must be received within 24 hours of receiving your invoice to secure your dog's place at the play session (Remember to check your spam/junk folder!)

Please ensure payments are made using the details provided on your invoice. The Zippy Zoomers will never request payment through alternative email addresses or social media accounts.

Follow up or reminder to pay messages may be sent via social media, text, Whatsapp, phone or email.

Once payment has been received, your dog's place is reserved specifically for that session and group numbers will be planned around confirmed attendees.

Regular Playgroup Booking Priority

After attending your first playgroup session, participants may be invited to join the relevant Zippy Zoomers playgroup WhatsApp chat.

The WhatsApp chat is used to:

- Share future session dates.
- Allow regular attendees to have early access to available spaces.
- Share important updates and information relating to that group.
- Allow attendees to communicate, ask questions, share photos and advice etc.

Regular attendees within the WhatsApp group will be given the opportunity to book available spaces first through a session poll.

Any remaining spaces will then be made available publicly through:

- The Zippy Zoomers website.
- Social media channels.

Being part of a WhatsApp group does not guarantee a space at every session. Spaces remain limited and are allocated on a first-confirmed basis once payment has been received.

Cancellation Policy

We understand that plans can change; however, playgroup spaces are limited and each session involves private venue hire and careful planning to create suitable groups.

Once payment has been received, your dog's place is reserved specifically for that session and contributes towards the fixed costs of running the playgroup.

For this reason, the following cancellation terms apply:

Cancellation by the Client

Cancellations made more than 48 hours before the session

A 50% refund will be issued, with the remaining 50% retained as a **non-refundable** booking deposit.

If your space is filled

If your cancelled space is successfully filled by another participant, a full refund will be provided, regardless of when the cancellation is made (up until 12 hours before the session start time).

Cancellations made within 48 hours of the session

Cancellations made within 48 hours of the session start time will not be eligible for a refund due to the limited notice available and the reduced likelihood of filling the space.

This also applies to:

- No-shows.
- Choosing not to attend on the day.
- Arriving too late to safely join the session.

Emergency cancellations will always be reviewed on a case-by-case basis.

Cancellation by The Zippy Zoomers

Whilst every effort will be made to run all scheduled playgroups, there may be occasions where a session needs to be cancelled due to circumstances outside of our reasonable control.

This may include:

- Severe weather conditions.
- Venue issues or unexpected closures.

- Illness or emergency.
- Insufficient participant numbers.
- Any situation where running the session would compromise the safety or welfare of dogs or attendees.

Where The Zippy Zoomers needs to cancel a session, clients will be offered either:

- A full refund, or
- The opportunity to transfer their booking to another suitable session.

All payments are made via bank transfer only, and any approved refunds will also be returned via bank transfer. Clients will be informed of the refund amount due and asked to provide their bank details so the refund can be processed.

Termination of a Booking or Removal from a Session

The Zippy Zoomers is committed to providing a safe, positive and enjoyable environment for all dogs and attendees.

We reserve the right to refuse, pause or terminate a dog's participation in a session where we believe this is necessary for the safety, welfare or enjoyment of the dogs, owners or venue.

This may include, but is not limited to:

- A dog displaying behaviour that presents a risk to themselves, other dogs or people.
- Repeated inappropriate behaviour despite support or intervention.
- Behaviour that causes significant stress or distress to other dogs.
- Owners failing to follow safety instructions or venue rules.
- Providing inaccurate or incomplete information about their dog.
- Abusive, threatening, disrespectful or inappropriate behaviour towards The Zippy Zoomers, other attendees, volunteers or venue owners or venue itself.

Where possible, we will communicate concerns with the owner and discuss the most appropriate next steps. However, where immediate action is required for safety reasons, a dog or owner may be asked to leave the session without notice.

Where a dog is removed from a session due to behaviour or safety concerns, refunds will not normally be provided. Any decision regarding refunds or future attendance will be considered at the discretion of The Zippy Zoomers, taking into account the circumstances and proportion of the session affected.

The Zippy Zoomers reserves the right to decline future bookings where we feel the playgroup environment is not suitable for a particular dog or owner.

Client Responsibilities

Clients are responsible for ensuring:

- Booking details provided are accurate.
- Their dog's information remains up to date.
- Their contact details and emergency contact information remain current and accurate.
- Payment is made within the required timeframe.
- They check their emails, including invoices and booking information, before attending.

If your dog's circumstances change, including health, behaviour or suitability for the session, please inform The Zippy Zoomers before booking future sessions.

Playgroup Requirements & Behaviour

The Zippy Zoomers playgroups are designed for dogs who enjoy social interaction and can comfortably take part in a group environment.

We understand that every dog is an individual, and not every dog enjoys the same style of play. Our aim is always to create safe, positive experiences by carefully considering the dogs attending each session.

Owners must provide accurate information when booking, including any known health, behavioural or social concerns, so we can help determine the most suitable session.

Dogs Attending Playgroup Must:

- Be healthy and well enough to participate.
- Be up to date with vaccinations.
- Be appropriately treated for fleas, ticks and worms.
- Be comfortable around other dogs and people.
- Not attend if showing signs of illness or contagious conditions.

Owners must let The Zippy Zoomers know if their dog is carrying an injury that may prevent them from participating as normal.

Dogs must not attend if they have experienced symptoms such as:

- Kennel cough.
- Vomiting.
- Diarrhoea.
- Other signs of illness.

within the previous 72 hours.

Female dogs in season **cannot** attend playgroups.

Behaviour & Suitability

Dogs attending The Zippy Zoomers playgroups should be comfortable being around other dogs and able to take part safely within a group environment.

We welcome dogs with different personalities, confidence levels and play styles. Nervous, shy or quieter dogs are welcome, provided a group environment is suitable for them.

Owners must inform The Zippy Zoomers before attending if their dog has any history of:

- Reactivity towards dogs or people.
- Resource guarding.
- Aggressive behaviour.
- Biting or snapping.
- Fear-related behaviours.
- Any other behaviour that may affect their ability to safely participate.

This information does not automatically prevent a dog from attending; it simply allows us to make informed decisions and support the best possible experience for everyone.

Group Management

The Zippy Zoomers carefully manages each playgroup to create suitable groups based on factors such as:

- Size.
- Age.
- Confidence.
- Energy levels.
- Play style.

Where appropriate, dogs may be moved into a different session if we feel another group would better suit their needs.

During a session, The Zippy Zoomers may:

- Pause play.
- Encourage a dog to take a break.
- Separate dogs where needed.
- Ask an owner to remove their dog from the session if necessary.

These decisions are always made with the welfare and safety of all dogs and attendees in mind.

Taking a break or being asked to leave is not a punishment, sometimes dogs simply need support, space or a different environment to feel comfortable.

Muzzles

Muzzles are welcome at The Zippy Zoomers.

A muzzle does not mean a dog is “bad”, many dogs wear muzzles as a positive safety tool, for comfort or because it helps them enjoy social situations more confidently.

If your dog requires a muzzle, please bring it with you and ensure it is a suitable, comfortable fit.

Unneutered Dogs

Unneutered males and unspayed females are welcome at The Zippy Zoomers.

Owners should inform us of their dog's neutering status when booking so we can consider the most appropriate group environment.

Female dogs who are in season **cannot** attend playgroup sessions. Please let us know if your dog comes into season before an upcoming session so we can discuss the best option.

Extra Pets

If you are bringing additional pets with you to a playgroup session, please inform The Zippy Zoomers in advance.

Any additional pets attending the venue who are **not taking part in the playgroup session** must have a separate responsible adult available to supervise them outside of the arena.

This is to ensure that:

- The owner attending with the playgroup dog can remain inside the arena and actively supervise their dog throughout the session.
- Non-participating pets remain safe and appropriately supervised outside of the play area.

- Dogs entering and leaving the arena can do so safely without additional animals being present.

The Zippy Zoomers cannot be responsible for supervising pets who are not participating in the playgroup session.

Animal Welfare Concerns & Reporting

The Zippy Zoomers is committed to promoting responsible pet ownership and supporting the health, safety and welfare of all dogs attending our sessions.

During playgroups, we may become aware of concerns relating to a dog's health, wellbeing, behaviour or care. Where appropriate, we will raise concerns with the owner and discuss any observations or recommendations.

This may include concerns relating to:

- A dog's physical health or condition.
- Signs of illness, injury or discomfort.
- A dog's emotional wellbeing, stress levels or ability to cope within the environment.
- Information provided during booking not matching the dog's presentation or needs.

The Zippy Zoomers recognises that dogs can experience difficulties for many reasons, and our first approach will always be to support owners wherever possible.

However, where we have reasonable concerns that a dog may be experiencing neglect, cruelty, suffering or a serious welfare issue, we reserve the right to take appropriate action. This may include contacting relevant organisations, such as animal welfare charities, local authorities or emergency services, where necessary to protect the animal's welfare.

Where possible and appropriate, we will attempt to discuss concerns with the owner first. However, if we believe a dog may be at immediate risk, we may make a report without prior notification.

Client Responsibilities & Venue Safety

To help ensure a safe and enjoyable experience for everyone, owners are responsible for supervising their dog throughout the entire playgroup session.

Owners agree to:

- Remain with their dog for the full duration of the session.
- Supervise their dog at all times whilst inside the arena.
- Follow any instructions given by The Zippy Zoomers regarding safety, introductions, breaks or group management.
- Keep their dog on a lead at all times outside of the secure play arena, unless otherwise instructed.
- Ensure their dog is wearing a suitable collar, harness or lead when arriving and leaving the venue.
- Pick up after their dog immediately and dispose of waste responsibly.
- Respect the venue, other attendees and surrounding land at all times.
- Notify The Zippy Zoomers as soon as possible if their contact details or emergency contact information change.
- Inform The Zippy Zoomers before attending if their dog's health, behaviour or circumstances have changed since booking.
- Owners should wear suitable clothing and footwear appropriate for walking on sand surfaces and interacting with dogs in an active environment.

Children

Children are welcome but remain the responsibility of their parent or guardian at all times.

Children under the age of 16 must be closely supervised and should not approach or interact with other dogs without the owner's permission.

Venue Safety

For the safety of everyone attending:

- Please wait outside the arena until invited to enter.
- Do not open arena gates unless instructed to do so.
- If a gate has been opened, ensure it is secured immediately unless otherwise directed.
- Please comply with any additional venue rules, including parking arrangements and livestock protection measures where applicable.
- Smoking and vaping are not permitted within the arena or any areas where dogs are gathered.

Owners are responsible for any loss, damage or injury caused by themselves, their dog or anyone attending with them.

Owners should be aware that:

- The arena has a sand surface which may become uneven during use.
- The venue is an equine facility and the surrounding area may include rural features, horses or livestock.
- Dogs must remain under control when entering, leaving and outside of the arena.
- Venue rules must be followed at all times to protect dogs, attendees, the venue and surrounding animals.

What To Bring

To help your dog have the best possible experience at The Zippy Zoomers playgroup, please bring:

A suitable lead and collar/harness

All dogs must arrive and leave the venue on lead. Please ensure equipment is secure and suitable for your dog.

Fresh water and a bowl

Whilst spare water will be available if needed, we recommend bringing your dog's own bowl.

Poo bags

All dog waste must be picked up immediately to help keep the arena and surrounding areas clean and safe.

A muzzle (if required)

Muzzles are welcome and should always be brought if your dog uses one or may benefit from having one available.

Any items your dog may need for comfort or welfare

This may include a coat, depending on weather conditions when arriving/leaving, or any other items that help your dog feel comfortable.

Please ensure all items brought to the venue are clearly identifiable and are kept safely with you throughout the session.

To help keep play safe, relaxed and enjoyable for all dogs, please **do not** bring:

Toys for group play

Toys can create excitement, guarding behaviours or conflict between dogs. Toys should only be used where specifically agreed by The Zippy Zoomers.

Bones, chews or high-value treats

These can encourage guarding or create tension between dogs during group play.

Large amounts of food or treats

If you need to bring treats for training or your dog's individual needs please bring a suitable amount in an enclosed pouch and always ask before offering treats to another person's dog.

 **Items that may be unsafe or distracting within the group environment**
This includes anything that could become a hazard or negatively impact another dog's experience.

If you are unsure whether something is suitable to bring, please ask before the session, we are always happy to help.

Medical & Emergency Care

The safety and wellbeing of both dogs and owners is extremely important to The Zippy Zoomers.

Lucy is Canine Health & First Aid trained, and both canine and human first aid kits will be available during every playgroup session.

Whilst every reasonable care will be taken, The Zippy Zoomers is not a veterinary practice and cannot diagnose or provide veterinary treatment.

Veterinary Emergencies

If a dog becomes injured or unwell during a playgroup session:

- Basic first aid may be provided where appropriate.
- If emergency veterinary attention is required, The Zippy Zoomers may assist in arranging or seeking urgent veterinary care.

Any veterinary fees, medication costs or related expenses remain the responsibility of the owner.

Veterinary Details

Owners must provide the name and contact details of their usual veterinary practice and ensure this information remains accurate and up to date.

If your registered veterinary practice is not the nearest emergency veterinary provider to the playgroup venue, you consent to The Zippy Zoomers seeking treatment from the nearest available emergency veterinary practice should your dog require urgent veterinary attention whilst you are unable to make decisions or accompany them.

If your dog has any medical conditions, allergies, injuries or health concerns that may affect their participation in playgroup, please inform The Zippy Zoomers before attending.

Emergency Contact

All attendees must provide an emergency contact who:

- Is not attending the playgroup session.
- Is aware they have been listed as an emergency contact.
- Can be contacted during the session if required.
- Is able to collect and care for your dog(s) if you become unable to do so.

Please ensure your emergency contact details are kept up to date.

Human Medical Emergencies

In the event that an owner becomes unwell, injured or requires emergency medical assistance during a playgroup session, The Zippy Zoomers will take reasonable steps to ensure both the owner and their dog(s) are kept safe.

Where appropriate, emergency services may be contacted and the nominated emergency contact will be informed.

If an owner is taken to hospital and their emergency contact cannot immediately be reached, their dog(s) will remain safely under the supervision of The Zippy Zoomers until suitable arrangements can be made.

The welfare and safety of your dog(s) will always be prioritised in these circumstances.

Photos & Social Media

We love capturing those zoomies, happy faces and unforgettable playgroup moments! 🐾

During sessions, The Zippy Zoomers may take photographs and videos for use on our:

- Social media pages.
- Website.
- Marketing and promotional materials.

From time to time, we may also invite a **professional photographer or videographer** to attend selected playgroup sessions to capture high-quality images and videos for promotional purposes.

By attending a playgroup, you consent to photographs and videos of your dog being taken and used by The Zippy Zoomers unless you notify us **before the session** that you do not wish your dog to appear.

If you do not wish your dog to be photographed or filmed by a professional photographer or videographer, you must inform The Zippy Zoomers before the session begins. Whilst every reasonable effort will be made to respect your wishes, we cannot guarantee that your dog will not appear incidentally in wider group photographs or videos, but we will make every effort to remove them.

Owners are also welcome to take photographs and videos of dogs during the session.

To respect the privacy of other attendees, we kindly ask that you:

- Avoid deliberately photographing or filming other owners without their permission.
- Focus on your own dog wherever possible.
- Avoid capturing areas of the venue that are unrelated to the playgroup.

If another attendee asks not to appear in photographs or videos, please respect their wishes.

By sharing photographs or videos from playgroup on social media, you acknowledge that you are responsible for ensuring any content shared is appropriate, respectful and does not compromise the privacy, safety or enjoyment of other attendees.

Data Protection & Client Information

We take your privacy seriously and only collect information needed to provide safe and effective pet care.

Client information may include:

- Contact details.
- Pet information.
- Veterinary details.
- Emergency contact information.
- Access details required to provide the service.

This information will be stored securely and used only for purposes connected with providing pet care services.

Client information will not be shared with third parties unless required to provide care, deal with an emergency, comply with legal requirements or protect animal welfare.

Clients are responsible for informing The Zippy Zoomers if their contact details, emergency contacts, veterinary details or access information change.

Insurance & Professional Standards

At The Zippy Zoomers, we take pride in providing a safe, professional and compassionate environment where dogs can enjoy positive social experiences.

The Zippy Zoomers holds appropriate insurance for the playgroup services provided. Details of our insurance cover are available upon request.

For your peace of mind:

- Lucy is **DBS checked**.
- Lucy is **Canine Health & First Aid trained**.
- Lucy has completed a **Professional Pet Sitting Qualification**.
- Lucy is committed to providing safe, responsible and welfare-focused sessions, treating every dog with kindness, patience and respect.

The Zippy Zoomers takes every reasonable precaution to create a safe play environment; however, dogs are animals and can behave unpredictably, particularly in social settings.

Owners remain responsible for ensuring they have appropriate insurance in place for their dog(s), including suitable third-party liability cover where required.

The Zippy Zoomers follows any safety guidance and requirements set by the venue and expects all attendees to respect venue rules at all times.

Complaints & Feedback

At The Zippy Zoomers, we always want to provide the best possible experience for both dogs and their owners.

We welcome feedback and encourage attendees to get in touch if they have any questions, concerns, suggestions or anything they would like to discuss.

If you are unhappy with any part of your experience, including concerns relating to the play session, group suitability, safety, communication or the service provided, please contact us as soon as possible so we have the opportunity to understand your concerns and work towards a resolution.

Concerns should ideally be raised within a reasonable timeframe after the session has taken place, as this allows us to investigate and respond as accurately as possible.

We are always open to constructive feedback and appreciate owners sharing their experiences, as this helps us continue to improve and provide the best possible sessions for the dogs in our community.

Liability

The Zippy Zoomers is committed to providing a safe, well-managed and enjoyable play environment for all dogs and attendees.

We take every reasonable precaution to minimise risks and carefully consider group suitability, venue safety and dog behaviour. However, dogs are animals and can behave unpredictably, particularly in social environments.

By booking and attending a Zippy Zoomers playgroup session, you acknowledge and agree that:

- You are the legal owner or responsible guardian of the dog(s) attending.
- You are responsible for your dog's behaviour, actions and interactions at all times.
- You have provided accurate and complete information regarding your dog's health, behaviour, temperament and suitability for group play.
- You understand that participation in group play carries inherent risks, including but not limited to minor injuries, cuts, scrapes, strains, illness, stress, disagreements between dogs or unexpected reactions.
- You accept responsibility for any costs associated with veterinary treatment, medication or other expenses arising from your dog's participation.

The Zippy Zoomers will not be held responsible for:

- Injuries, illness or stress caused by normal dog interactions or play where reasonable care has been taken.
- Damage caused by your dog to another dog, person, venue property or belongings.
- Incidents arising from inaccurate, incomplete or withheld information provided by the owner.
- Incidents resulting from a dog's pre-existing medical conditions, behavioural concerns or reactions that could not reasonably have been predicted.
- Loss or damage to personal belongings brought to the venue.

Owners remain responsible for supervising their dog throughout the session and following any guidance provided by The Zippy Zoomers.

If a dog displays behaviour that creates a risk to themselves, other dogs, people or the safe running of the session, The Zippy Zoomers reserves the right to intervene, pause participation or remove the dog from the session where necessary.

Nothing within these Terms and Conditions excludes or limits liability where it would be unlawful to do so, including liability arising from negligence, fraud or any other liability that cannot legally be excluded.

By booking a playgroup session, you confirm that you understand and accept the risks associated with group dog play and agree to follow The Zippy Zoomers' safety guidance to support a positive experience for everyone.

Agreement Acceptance

By ticking "I agree" on the client information form, you confirm that:

- You have read and understood these Terms & Conditions.
- You agree to the policies and requirements outlined above.
- You understand your responsibilities as a pet owner/client.
- You have provided accurate information about your pet, their needs and their playgroup suitability.

These Terms & Conditions apply to all future bookings with The Zippy Zoomers unless updated or replaced.

The Zippy Zoomers reserves the right to update these Terms & Conditions when required. Clients will be notified of any significant changes before future bookings take place.

Contact us:

Lucy Thomas

Email: Info.thezippyzoomers@gmail.com Mobile: 07950675831

Website: <https://www.zippyzoomers.com>