



Rescheduling / Cancellations

- You can reschedule or cancel your appointment up to 24 hours prior to your timeslot. Cancellations will have up to 60p deducted from the amount paid as we do not get back the bank fees for the payment and it would cost us money to refund you.
- It's easy to reschedule your appointment by locating your booking email and clicking reschedule or cancel. These options will only be accepted prior to 24 hours before your booking but you can advertise your appointment on our Facebook page, and we'd be happy to transfer the booking to another name.

Key Rules for Using the Facilities at Ceï Meadows

- Always check the paddock is empty before you enter - although we have rules around timeslots etc. mistakes do happen with times etc.
- Once parked inside the airlock gate system, please turn off your car engine.
- Do not let your dog off the leash until you are safely inside the field and the gate is secured.
- To maintain a pleasant environment for everyone, please ensure you pick up your dog's waste. Bins are provided and there are plenty of spare poo bags dotted around the fields.
- Always supervise your dog/s. Do not allow them to dig, unless in a designated space and in particular, around perimeter fences.
- You are welcome to bring balls to play with your dogs but ensure you take them home with you. A ball or especially the remnants of a ball can be a choking hazard.
- Enjoy the facilities, have a brew etc. but please take all rubbish that is not dog waste home with you.

Further Conditions

- Use the facilities at Ceï Meadows at your own risk, including the dogs you bring.
- Although we do our best, we cannot guarantee that Ceï Meadows is totally secure. If your dog can jump over 6ft, we advise you don't use these facilities.
- Wear suitable footwear as there may be muddy areas and uneven ground. Wellies are your best option!
- Maisie's Meadow and Ruby's Retreat are best suited to those with mobility problems. Paths to a seated area have been installed and are suitable for wheelchairs and prams. As the paddocks are predominantly grass, we cannot guarantee that a wheelchair user could have access to the entire area, but we aim to continue improving things for our less mobile visitors.
- You are welcome to bring children, but they must be supervised at all times and not allowed on the agility equipment in the paddocks. It is up to you to keep them safe and do

not allow them to wander around the site outside of the paddock you have booked to use.

- We have a Portaloo on site for use by our customers, please ensure the toilet is left clean and tidy, ready for the next user.

Code of Ethics

- Do not use any training methods that include chastisement or physical punishment, we will not tolerate it. We are dog lovers and encourage kindness and positive reinforcement.
- Choke chains, Prong Collars and electronic devices are not allowed.
- Dog Trainers wanting to hire a paddock for use with their own clients can only do so by prior arrangement with the owners. No subletting of any paddock is allowed.
- Dog walkers are allowed by prior arrangement with the owners and agreement on the number of dogs.

Weather Warnings

In the event that a weather warning is in place which would make it unsafe to come, the 24- hour rule will not apply but this will only apply to rescheduling.

Reactive Dogs

Maisie's Meadow and Rupert's Runaround may not be suitable for dogs who are reactive to other dogs. There is screening on the dividing fence, but your dog may still hear or see other dogs and react which could spoil your enjoyment. We would encourage you to use Ruby's Retreat which will offer a much calmer environment for you and your dog, without the distraction of other dogs.

Professionals

If you are a professional (dog walker, trainer/behaviorist) please contact us prior to booking to ensure we can accommodate your requirements. We will not allow anyone who does not apply our rules regarding fear free training and kindness.

Restricted Dog Breeds

To our valued customers with exempt dog breeds:

We kindly ask for your attention to the following guidelines if your dog falls under Breed Specific Legislation (BSL), which includes the Pit Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiro, and XL Bully. Your dog is warmly welcomed in our fields under these conditions:

- Prior to your initial booking, please provide proof of exemption and third-party public liability insurance. Ensure compliance with government regulations regarding neutering.
- If you have multiple dogs in your household, including exempt breeds, they may accompany each other.
- The registered keeper must accompany exempt dogs unless prior arrangements have been made.
- Please provide a high-quality CODED padlock for securing the field gate upon entry (key padlocks are not permitted). Additionally, utilise the latch inside the gate.
- Keep your dog leashed and muzzled until safely inside the field with the gate closed and padlock secured. You may remove the lead and muzzle once inside if desired.
- Leash and muzzle your dog before exiting the field, allowing ample time to follow these steps to maintain our 10-minute buffer gap.
- Regardless of exemption status, the fields 'Rupert's Runaround' and 'Maisie's Meadow'

should not be used by dogs exhibiting aggression-based reactivity towards other dogs or humans, as they may see dogs on the other side of the fence or in the car park. If your dog is reactive, please utilise 'Ruby's Retreat'.

- Exempt dogs must not be brought along with dogs from another household under any circumstances. Non-compliance with these regulations will result in an immediate ban from Cei Meadows to ensure the safety of our business and all visiting dogs. Thank you for your cooperation and commitment to maintaining a safe and enjoyable environment for everyone.

Thank you for Reading –

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