

Terms, Conditions & Site Policies

By making a booking at barn retreat (balbeggie avenue at Hounds Retreat) , you confirm that you have read, understood, and agreed to all Terms, Conditions, and Policies in place at the time of booking.

Use of the Facility & Liability

- Use of the facility is **entirely at your own risk**.
 - You accept full responsibility for the safety and wellbeing of yourself, your dog(s), and any children or guests attending with you.
 - We accept **no liability** for injury, illness, loss, accident, or damage to any person, dog, property or car(s) while on site or in parking areas.
 - This includes (but is not limited to) injuries caused by interaction with other dogs or public, use of equipment, slips, falls, or unforeseen incidents.
 - By attending, you agree to **release the business and its owners from all claims or liability** arising from your visit.
 - **Please respect that the house on site is a private residence and not part of the dog barn. Do not approach house entrance.**
 - **The daycare and boarding facility, including clients' dogs and outdoor paddocks, is off-limits to all visitors.**
 - **Hounds Retreat is a working small business with dogs onsite at all times, including daycare, boarding, rescue, senior and reactive dogs.**
 - **All visitors must remain aware of their surroundings and follow all signage and safety guidance.**
 - **Any instructions given by a member of staff must be followed immediately. This may include waiting in a designated area, giving space, securing your dog, or returning to your vehicle.**
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Dog Health & Requirements

- Dogs must be **12 months or older**.
 - All dogs must be:
 - Fully vaccinated
 - Regularly wormed
 - Treated for fleas and ticks
 - Dogs in season are **not permitted**.
 - Do not attend if your dog has had vomiting or diarrhoea within the last **48 hours**.
 - Dogs who have received a kennel cough vaccine must wait **7 days** before attending.
 - We strongly recommend all dogs are **insured**.
 - **XL Bullies are not permitted** due to insurance restrictions.
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Dog Behaviour & Supervision

- Dogs must **never be left unattended**.
- Owners are fully responsible for their dog's behaviour at all times.
- Any aggressive, unsafe, or disruptive behaviour must be managed immediately.
- We reserve the right to **end a session early without refund & refusal of future bookings** if behaviour compromises safety.

- A maximum of **6 dogs per session** applies.
 - A minimum ratio of **1 adult per 3 dogs** must be maintained.
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Cleanliness & Hygiene

- All dog waste must be **picked up immediately**.
 - Bags and bins are provided and must be used.
 - Any soiling of equipment or surfaces must be cleaned before leaving. Please inform a member of staff if cleaning is needed or contact us 07746091844
 - Failure to clean up after your dog may result in **refusal of future bookings**.
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Bookings, Cancellations & Access

- All bookings are **18+ only**.
- Dog trainers, behaviourists, and dog walkers must contact us **before booking** and provide proof of insurance.
- Bookings are **non-refundable**, but may be rescheduled at our discretion.
- If we cancel due to unsafe conditions, your session will be **rescheduled**.
- You must arrive and leave **on time** — your **session includes arrival and departure**.
- Early arrivals must wait in their vehicle until the previous session has fully vacated.
- **Do not enter the barn** while another session is in progress.

Parking, Equipment & Site Rules

- Parking is permitted **only in designated areas** and vehicles are left at the owner's risk.
- Dogs must remain **on lead until safely inside the barn.**
- **This play equipment is intended for dog use only. Climbing on the equipment or allowing children to play on it or in the sand pit is not permitted.**
- Smoking, vaping, alcohol, and drugs are **strictly prohibited.**
- **CCTV is in operation**

Respect & Ongoing Use

- Please give people and dogs adequate space at all times.
- Disrespectful behaviour may result in **refusal of future bookings.**
- Please respect neighbouring properties and keep barking to a minimum.
- Dogs displaying excessive or persistent barking may be restricted from future use.

Damage & Insurance

- You are fully responsible for your own behaviour, your dog(s), and anyone in your party.

- You are liable for **any damage** caused inside or outside the facility by you, your dog(s), or your guests.
- All dogs must be covered by **third-party (public liability) insurance**, usually included in standard pet insurance policies.