

Terms and Conditions

These terms and conditions are in place to ensure the smooth running and enjoyment of the facility.

Agreement and Understanding

By agreeing to these terms and conditions, the payee acknowledges their responsibility to ensure that all attendees in their group are aware and adhere to the following stipulations. This agreement is binding on behalf of the payee and all attendees associated with this reservation.

Please ensure that all members of your group are informed of these requirements.

Attendance

All attendees are expected to conduct themselves in a respectful and orderly manner. Any disruptive behaviour will result in removal from the premises without refund.

Agility BASE reserves the right to refuse entry to any attendee without refund for failure to comply with these terms and conditions.

Liability and Safety

Attendees participate at their own risk. Agility BASE and Brinsea Green Farm are not liable for any injury, loss or damage suffered by attendees.

Each attendee is responsible for their own safety and agrees to indemnify Agility BASE against any legal claims or actions resulting from accidents, injuries, or losses incurred during their use of the facility.

Children must be supervised by a parent or guardian at all times while on the premises.

The payee agrees to use the equipment belonging to Agility BASE in a safe manner and leave it in good working order. All damages and breakages are the responsibility of the hirer and should be notified immediately by email to Agility BASE. The cost of any damage or breakages beyond what is reasonably acceptable must be paid on demand. Agility BASE reserve the right to charge you for any additional costs incurred as a result of extra cleaning required (dogs toileting or rubbish left).

CCTV is in operation within the arena and throughout the entire farm for your safety.

Venue Responsibility

You are responsible for the venue throughout the entire duration of your booking. Reasonable precautions must be taken to prevent accidents or damage during this time.

Please drive slowly and cautiously through the farm to ensure the safety of all visitors, animals and property.

Please be considerate of neighbouring properties and respect any livestock.

Please park responsibly, ensuring that no roadways or gateways are obstructed at any time.

Dogs must be kept on lead at all times except when actively engaged in training whilst indoors or in the designated outdoor exercise area.

Dogs must be clean and have dry feet when on the astro turf. Make sure you have a towel.

Bitches in season are welcome but must wear protective pants.

Ensure your dog is toileted regularly outside before entering the arena. Toileting indoors is strictly prohibited. If your dog has an accident, you must stop immediately, clean the area and report the incident right away. A £10 fine will be applied for indoor accidents, and failure to report an accident will lead to a ban from the venue.

Toys must be clean, and treats should not crumble.

No dogs suffering from infectious or contagious disease or having been exposed to such disease during the period of 21 days prior to your booking may attend.

Please ensure you wear clean, flat shoes – spikes are not permitted. Please have separate shoes for outdoor use.

No food or drink is permitted outside of the viewing area.

No advertising shall be displayed at the venue without written permission of the venue.

Smoking and vaping is strictly prohibited indoors. Please be considerate of others when smoking or vaping outdoors and ensure that doorways remain clear.

After using the arena, please ensure all areas are left clean and tidy. Make sure all indoor lighting and music are switched off. You must vacate the arena promptly at the end of your booking.

Venue hire payment and cancellation

Bookings are only confirmed on receipt of payment.

Hourly hire bookings are due in full at the time of booking. Bookings are non-refundable, however can be transferred to other free dates with at least 28 days' notice. Any amendments will incur a £5 admin fee per hour booked.

Full day, half day and evening bookings require a 50% non-refundable deposit at the time of booking. The balance must be paid 2 months before the date booked. Bookings can be transferred once to another available date with a minimum of 2 months' notice. Any amendments will incur a £10 admin fee for each date booked. The full balance will not be refunded at any point. All reschedule requests must be made via email.

In the unlikely event that we need to cancel your booking, we will make every effort to notify you as soon as possible. We reserve the right to cancel bookings or refuse hire or entry without providing a reason. If a guest instructor cancels their appointment, you will be refunded your payment minus any applicable admin fees.

If you are unable to fulfil your booking due to Force Majeure, Agility BASE is not liable for any refunds or expenses incurred. Force Majeure events may include but are not limited to, natural disasters, epidemics, war, terrorism and other circumstances beyond the control of our venue.

