

Somerset Soft Play for Dogs–Terms & Conditions

1. Acceptance of Terms

By entering Somerset Soft Play for Dogs (hereinafter “ the Facility”), you agree to comply with and be bound by this waiver, release of liability and our Terms & Conditions. Entry to the premises constitutes full acceptance of these terms.

2. Entry Requirements

All dogs must be accompanied by a responsible adult (18+ years old) at all times. You confirm that your dog is in good health, Proof of up-to-date vaccinations may be required upon request. Dogs showing signs of illness, contagious conditions, or parasites (e.g., kennel cough, fleas) are not permitted to enter. Female dogs in heat are not permitted on the premises.

To comply with UK law and our insurance obligations, we cannot accept any dogs classified as prohibited breeds under Breed-Specific Legislation.

3. Owner Responsibility

Owners accept full responsibility and liability for the behaviour and actions of their dogs while on the premises. Owners understand that dog play involves inherent risks, including but not limited to dog-to-dog aggression or injury, dog-to-human injury, and slips, trips, or falls. The Facility, its owners, and staff accept no responsibility for injuries, accidents, loss, or damage arising from participation in any activities on-site. Entry to the Facility is entirely at your own risk.

4. Supervision and Behaviour

Owners must supervise their dogs at all times. For the purpose of our social events, you confirm that your dog is not aggressive, is social with other dogs and will not cause harm to other dogs or people in the facility. Aggressive or overly dominant behaviour will not be tolerated. You must remove your dog from the play area immediately if it becomes aggressive or poses a risk to others. If a dog displays aggression or inappropriate behaviour, the owner may be asked by staff to remove the dog immediately without refund. Dogs must be under voice control and, if required, on a lead when entering and exiting the play area. It is the responsibility of the owner to ensure that no dogs can escape the play area. You must ensure that your dog does not engage in dangerous behaviour such as excessive jumping, chewing or running into obstacles. All dogs must be on lead when entering and exiting the soft play centre.

5. Cleanliness and Hygiene

Owners must clean up after their dogs immediately. Waste bins and cleaning materials are provided. Please report any urination or accidents on play equipment or mats to staff. Shoes must be clean, and no food, drink, or glass is permitted in play areas. Assume the floor may be wet or slippery at all times.

6. Health and Safety

The Facility takes all reasonable measures to provide a safe and clean environment, but cannot guarantee the prevention of every incident. Some equipment may shift or move during play; owners should assess their dog’s suitability for each piece. All dogs should be fit and healthy enough to

participate in physical activity. Owners agree to notify staff immediately if an injury or incident occurs.

Accident, Emergency and first aid

In the event of an emergency, there is a list of local vets and their details based in the reception area.

7. Use of Equipment

Equipment is designed for canine use only. If humans are to use the soft play facility, they do so at their own risk and will not hold Somerset soft play to any liability. Dogs should be introduced to equipment gradually and only used under direct owner supervision. Damage to equipment caused by a dog may result in the owner being liable for repair or replacement costs.

8. Photography and Media

Somerset Soft Play for Dogs may occasionally take photographs or videos for promotional purposes. If you do not wish for you or your dog to appear in such material, please notify staff prior to entry.

9. Bookings, Payments & Cancellations

There is a 48 hour cancellation policy on all bookings, this time is from the beginning of the session unless the Facility cancels the session. Late arrivals will not receive extensions or refunds. Time slots must be respected to allow cleaning and preparation for the next session.

10. General Conduct

Respect other owners, dogs, and staff at all times. Loud, aggressive, or disruptive behaviour by owners will result in removal from the premises. Smoking and vaping are strictly prohibited in or near the play areas.

Acknowledgement of Self-Service Facility and personal property

You acknowledge that Somerset soft play for dogs is a self-service facility, that the staff are not always present but can arrive at any time. You are solely responsible for the supervision and well-being of your dog at all times. You agree that Somerset soft play for dogs is not responsible for any loss, theft, or damage to your personal belongings, including collars, leads, or any other items brought into the facility.

Drinks and Payment Policy:

1. All beverages provided at our facility must be paid for at the time of consumption. An honesty box is provided for your convenience, and we trust all patrons to make their payments promptly.

2. Any failure to pay for drinks will be considered a breach of our terms and conditions. When is discovered either through CCTV footage or other means that a patron has not paid, we reserve the right to invoice them for the cost of the drink, as well as an administrative fee to cover the time spent reviewing the footage, this will be charged at £20 per hour and a minimum of 1 hour.

3. We appreciate your honesty and cooperation in helping us maintain a trustworthy and enjoyable environment for all.

11. Liability Waiver

By entering Somerset Soft Play for Dogs, you acknowledge and agree that participation is voluntary and at your own risk. You agree to indemnify and hold harmless Somerset soft play for dogs from any claims, damages, or expenses (including legal fees) arising from your dog's behaviour, actions, or any injuries cased during the use of the facility. You have evaluated your dog's health, temperament, and physical condition prior to participation. Somerset Soft Play for Dogs, its owners, and staff will not be held liable for any injury, loss, or damage to persons, dogs, or property, however caused, during or after your visit.

11. Amendments

Somerset Soft Play for Dogs reserves the right to amend these Terms & Conditions at any time. The most current version will always be displayed at the Facility and on our website.

12. Agreement

Entry to the Facility confirms that you have read, understood, and agreed to these Terms & Conditions in full. Please keep a copy of the agreement for your records. If you have any questions, feel free to contact us at: somersetsoftplay@outlook.com

Thank you for visiting Somerset soft play for dogs!