

# Important Information



Thank you for choosing to come and train with us, we hope you enjoy it!

Please take the time to read the below information. This will make your sessions run smoothly and allow you to know where to be. In addition we have some friendly requests while on site 😊

## Arriving and leaving

- Please arrive no more than 15 minutes before your lesson and return your dog to your car promptly after your lesson
- Please, NO loitering in the car park or exercise area with your dog, we are limited on car parking spaces.

## Parking

Please park to the front of the barn in an allocated space. Note there is a strict 5MP speed limit to keep children and dogs safe on site.



**\*\*STRICT 5mph speed limit\*\***



## Smoking



NO SMOKING ON SITE



## Human Rest Room

There are 2 green toilets outside of the small barn, signs attached. Please treat these like you would your own and take any rubbish home. Please do not put anything other than toilet paper down the toilet.



# Important Information



## Exercise Area

- Dogs should be on a lead **everywhere** onsite except the exercise area.
- Please use the exercise area **only** and don't walk around it. Please do not use any other area, thank you.
- Please pick up after your dog and take it home. Leave this in a place where you will remember to take it **home** with you.
- Whilst using the exercise paddock please do not allow barking, if your dog is excited by other dogs wait until the other dogs are finished or keep on lead until finished.
- To keep our venue nice and clean for everyone we would be great if you happen to come across a poo someone has missed if you could pick it up.
- Maximum of **two** dogs per handler please.
- Be respectful, not all dogs are friendly.
- **Dark Nights** - Please keep all dogs on a **lead** and take your torch and your boots. Please change into clean shoes before entering the arena.

## Dogs in vehicles

Please do not leave your dog's unattended in vehicles if they are prone to barking. If you have a dog that will not settle in your vehicle please try:

- Occupying them with a Kong/chew (as mentioned in games section)
- Close vehicle windows or cover vehicle so that they cannot see or hear what is over exciting them
- Leave them at home if they are not taking part in training
- On hot days ensure plenty ventilation.



## Before your lesson:

- Leave your dog in your vehicle whilst waiting for your lesson to commence (with the exception of taking them to the exercise area)



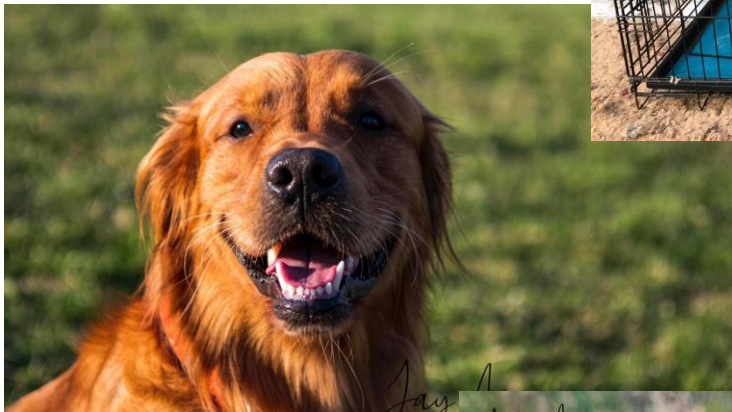
- Ring 1 – your instructor will let you know when you can bring your dog for your class, please allow space at the personnel door for the previous class to exit.
- Ring 2 – Your instructor will let you know when you can enter for your class, please wait along the back of the barn and not out into the field areas. Please keep your dog focussed and quiet using treats and games (some are mentioned below)

# Important Information



## During your lesson:

- Dogs Bark..... indeed they do. BUT we must manage excessive barking whilst on site!!! We are asking everyone to help us achieve a quiet pleasant environment including, you, your dogs and our neighbours. (Please see below for 'Top Tips' from the team to help 'Keep the Peace').
- Please feel free to use crates provided.
- Keep your dog on a lead when not working.
- Keep your dog under close control when exchanging with your instructor.
- Allow regular toilet breaks between your turns.
- Only **one** dog per handler please.
- Have FUN 😊





# Venue Information



## Arena (25 x 25 m per ring)

- Fine in Place **\*\*£5\*\***
- **NO** weeing or pooing in the arena / on the equipment.
- **NO** free roaming, dogs should be on a lead or in crates.
- Accidents
  - Please try and avoid accidents by ensuring your dog has toileted in the exercise area before entering the arena. We have invested heavily in our facilities and would like to keep them clean.
  - *Should an accident occur please clear up and pay the fine in cash or by bacs.*



***Wee and water sit on top of the flooring so please use the blue roll to mop up liquid and then spray accordingly.***

- **ONE** dog per handler in the ring please.
- 5 dogs' maximum capacity in each ring at any time.
- No bitches in season during classes. Exception during 121 and if they wear pants.
- Please only enter the arena with clean shoes so no mud is brought in, thank you.



## Outdoor Rings (34 x 42 meters per ring)

- Please ensure gates are closed following entrance and exit.
- Contact covers will need to be put back on unless agreed prior to use.
- **ONE** dog per handler in the ring please.
- 5 dogs' maximum capacity on training days.
- No bitches in season during classes. Exception during 121 and if they wear pants.

## HIRE

- Please stick strictly to your allotted time, there may be people hiring before and after you
- Be respectful and do not enter the arena until your allotted time has begun. Bear in mind sometimes there are delays.
- Please ensure you leave the venue as you find it and take rubbish home with you.

# Cancellation



## 121's

### 1 week prior to your lesson

If you need to cancel your lesson and it is 1 week prior to your booking you can ask for a refund or we can re-arrange your lesson for you.

### Within 1 week of your lesson

If you need to cancel your lesson for any reason and it is within a week of your booking you will be charged the full rate of your booking cost and no refunds will be given.

## Classes

- Classes are paid 4 weekly, rolling on each block.
- If the trainer cancels the lesson you will not lose that week's payment.
- If you can't make one week of your block booking then this unfortunately has been lost.
- If you would like to cancel your block booking please provide 4 weeks notice to your trainer to allow a replacement to be notified.
- Bitches in season – unfortunately if you wish to keep your space in class this needs to be paid for during your dog's season.
- Dog illness – unfortunately if you wish to keep your space in class this needs to be paid for during your dog's quarantine period.

## Guest Training

Once you have paid for a space, if you can't make it for any reason then it is up to you to sell your space or not attend. Unfortunately no refunds will be given.

## Venue Hire

Please pay for your hire as soon as possible to confirm your booking.

### 1 week prior to your hire

If you need to cancel your hire and it is 1 week prior to your booking you can ask for a refund or we can re-arrange your hire for you.

### Within 1 week of your hire

If you need to cancel your hire for any reason and it is within a week of your booking you will be charged the full rate of your booking cost and no refunds will be given.



# Dog Illnesses

All dogs are required to be fully vaccinated before using our venue.

Dogs could have a number of illnesses, too many to list here.

If your dog is unwell at all (sickness, diarrhoea, coughing or anything else that concerns you), please get in touch with us and **do not** come to training until advised to do so. We need to protect the venue from infection and spread of anything sinister.

We hope you will support this as, unfortunately no class payments can be transferred. This policy is in place to protect yours and our dogs. ♥

# Disclaimer

Durham Dogs, its instructors, trainers, and partners are not liable for any losses, injuries or damages that occur on the premises, or whilst undertaking our online training. Consult your doctor or other healthcare provider before starting any new exercise program or if you feel unwell.

Please consult a vet if you are concerned about your dog in anyway.

# First Aid Kit

Person and Canine located above the light switch cupboard, to the entrance of the arena door.

# Data Protection

By contacting us or subscribing to any online or personal training, you consent to us contacting you in relation to Durham Dogs and its activities. We will not use your information for any other purpose.

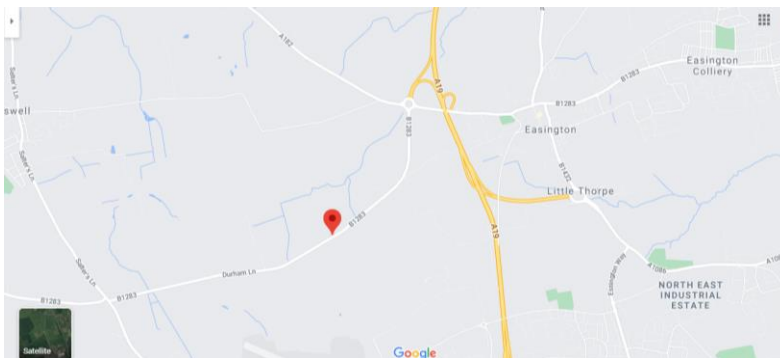
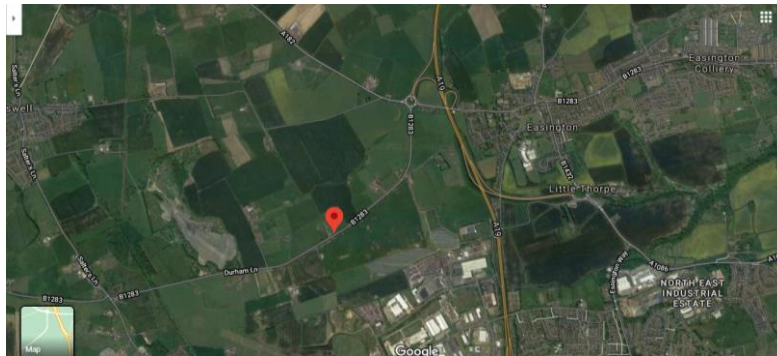
# Finding Us



## Address

Our full address is Moor House Farm, Durham Road, Peterlee, SR8 3UL.

Depending on what device you are using you may end up in Easington Village, so please have a look at the below information before you come so you have an idea what to look for and where you are driving to 😊



We look like this from coming from Durham:





We look like this from coming from Easington / A19:



As you turn in the drive (please note 5MPH signs):





# Map – whole venue



## Key

A – Obedience Barn  
B – Car park  
C – Agility Arena

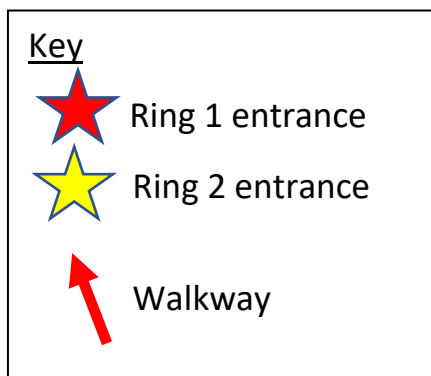
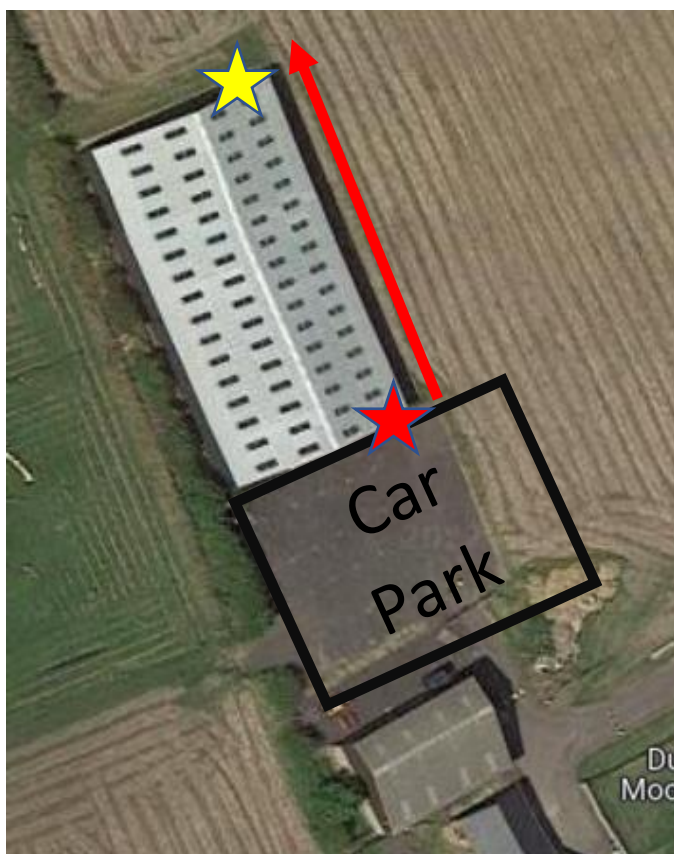
D – Agility Rings

E – Exercise Area

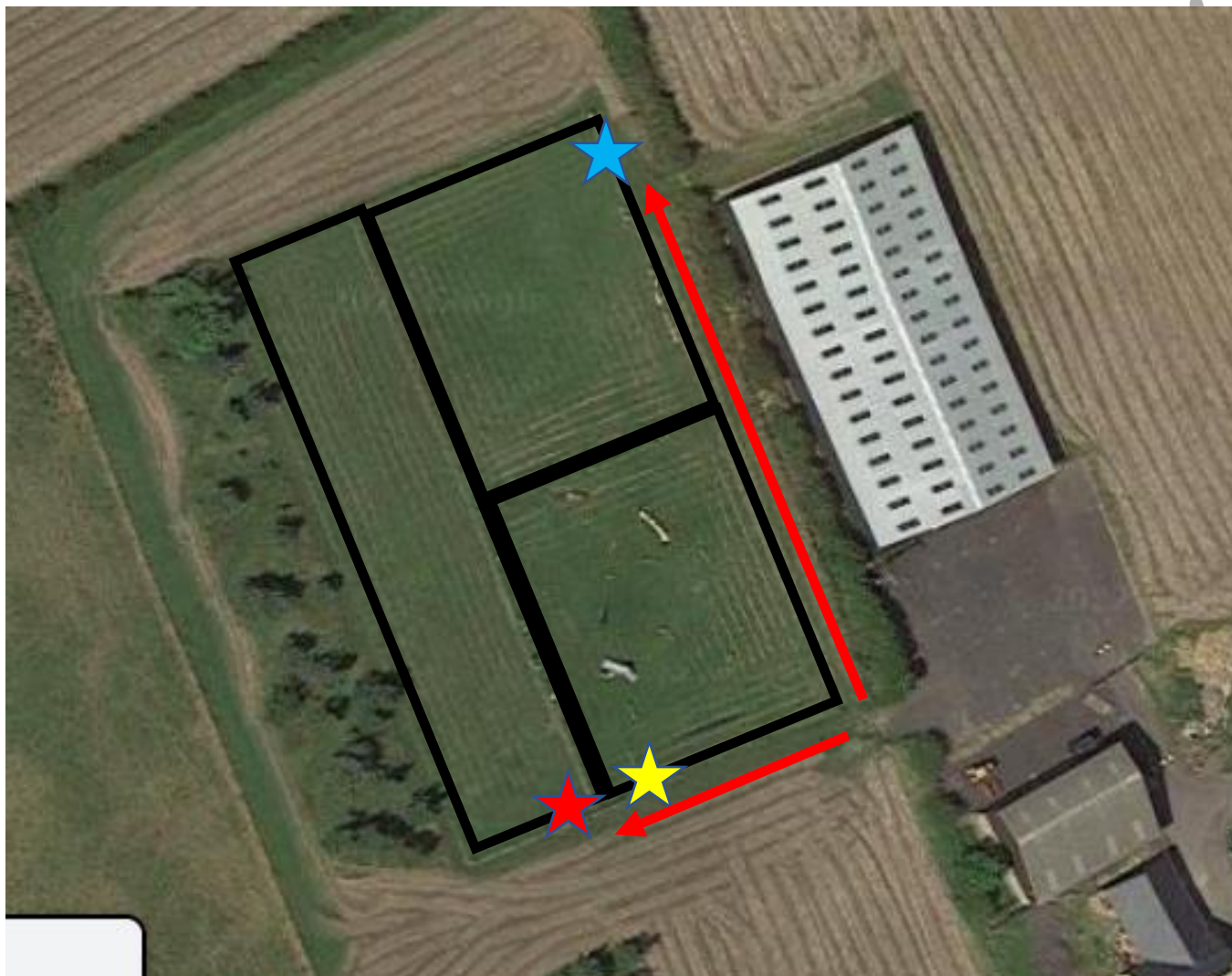
F – Entrance / Exit

 - Toilet

# Map - Arena



# Map – Fields



## Key

-  Exercise area entrance
-  Ring 1 entrance
-  Ring 2 entrance
-  Walkway



# 'Top Tips' from the team to help 'Keep the Peace'



Bark..... indeed they do.. BUT we must manage excessive barking whilst on site!!!

We are asking everyone to help us achieve a quiet pleasant environment for everyone including, you, your dogs and our neighbours..

## Here are some 'Top Tips' from the team to help 'Keep the Peace'

1. **Crate game** (please feel free to use the crates provided (your dog should be on lead to do this game))
  - Ask your dog to go into the crate, feed them, close the door, open the door, feed them, release out of the crate and reward (treat or toy)
  - If when you open the door, they try to get out before you give the release command gently close the door and try again
  - Repeat the process increasing the duration in the crate each time



2. **Scatter feeding** (your dog should be on lead for this game)
  - Dropping treats on the floor in your personal space allowing your dog to search for them
3. **Reward nothing** (your dog should be on lead for this game)
  - Keep the treats coming for your dog being quiet and calm



4. **Stuff a Kong** (your dog can be in a crate or settled in your personal space for this game)
  - Stuff a Kong or other interactive feeding toy for your dog to chew/lick, freezing before class will help the game last longer



# ‘Top Tips’ from the team to help ‘Keep the Peace’



## 5. **Middle/heel/side** (your dog should be on lead for this game)

- Reward your dog in position, so between legs, to your left side and your right side



## 6. **Food boundary games** (your dog should be on lead for this game)

- Place a treat on the floor or in your hand, ask your dog for a wait until you say your release command, dog gets treat when released. If they go before your command, cover the treat with your hand and try again, if you need to help a little, use your hand to discourage your dog from trying to take the treat before your command and then slowly reduce the amount of help you are giving with your hand

If your dog is still struggling to be quiet and calm try:

- Moving further away from the activity that is exciting them and trying the games mentioned above
- Use a cover on your crate so they cannot see what is over exciting them (a blanket or towel will do)
- Return them to your vehicle between their turns



Dogs Bark..... we accept this and understand some dogs bark whilst working, but over aroused, excessive barking whilst spectating or in vehicles must be managed and cannot be accepted on site.

If you need any help with any of the above or would like to discuss anything please speak to your trainer.

We appreciate your understanding and cooperation.