

## CloverField K9 Dock Diving Pools – Rules and Regulations:

### General Rules:

1. A MAXIMUM of 2 people are allowed on the dock at a time (including the instructor). Additional guests must wait on the ground. All handlers and guests must sign a release form annually.
2. Dogs entering the pool must be clean. Please do not use our pool as an opportunity to bathe your dog.
3. Rentals do not include use of the air-retrieve system without prior arrangement. If you would like to use this during your rental, please contact us prior to booking.
4. Only one dog may be in the pool at a time during rentals and lessons. If you book a group rental or semi-private lesson, please share the pool using a rotation schedule. There is a \$100 fine if you are caught with multiple dogs in the pool at the same time. You will not be welcomed back for another swim until this penalty fee is paid.
5. ABSOLUTELY NO HUMANS on the ramp from the dock into the pool. There is a \$250 fee if a human is caught putting ANY weight on the ramp. You will not be welcomed back for another lesson or rental until this penalty fee is paid.
6. No humans in the pool without express permission from CloverField Farm unless in the case of an emergency, going in un-planned to retrieve a dog in danger.
7. Please do not arrive more than 5 minutes before the start of your appointment and please leave the pool on time, even if you do not see another customer waiting for their turn after you.
8. Dogs in heat, feeling sick, or struggling with fleas are asked to please cancel your appointment.
9. All dogs must be on leash at all times, unless on the dock or in the pool.
10. Please respect the area between parking and the pool as the ONLY dog-walking area. Please do not wander to the front of the building, open pastures, or horse areas to walk your dog.
11. Please plan to not have access to a bathroom. The pool is outside. Our building is locked 24/7. Unless a staff member is available to open the building for you, there will not be access to a bathroom while using the pool. Please come dressed in clothes planning to get wet, as there isn't anywhere to change if access to the building isn't available.

### Cancellation Policy:

1. Cancellations made within 24 hours of your appointment will not be refunded.
2. Cancellations made more than 24 hours in advance will be refunded **50%**.
3. We swim rain or shine, but we will cancel for dangerous weather (torrential downpours, thunder/lightning, high wind, etc.) at CloverField's discretion. If dangerous weather forces a cancellation, your lesson fee will be applied to the next available time that works for you (with the same instructor).
4. Cancellations within 24 hours for sick or injured dogs/humans will not be refunded, but you may book your next appointment at 50% off (must be same service, same instructor).
5. We will refund for dogs cancelling due to starting a heat cycle, but you will not be able to reschedule for 23 days. If you notice your dog starting a heat cycle, and you have an appointment scheduled, please cancel as soon as you notice as we begin our 23 day count from the day we are notified.

