

## BOOKING MANAGEMENT PLAN

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This document outlines the booking management plan for the proposed dog paddock use at various locations. The plan aims to ensure efficient and safe management of bookings, minimise traffic congestion, and address any potential concerns from the Highways team and local community.

### BOOKING SYSTEM OVERVIEW

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The booking system is managed through an online platform, accessible via the website My Dog Paddock (<https://mydogpaddock.co.uk/>). The system allow users to book slots for dog paddock use, receive confirmation emails, and view terms and conditions. These are set out in greater detail in the following sections.

### BOOKING SLOTS

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Duration: Each booking slot will be 55 minutes.

Buffer Time: A 5-minute buffer between slots to ensure smooth transitions and avoid overlap.

### WEBSITE CONTENT

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All pages on the website clearly identify the session as 55 minutes, and reference the buffer time to leave the paddock 5 minutes before the next session. These webpages also reference a maximum capacity of two cars on site at any one time.

Booking can only be done though the website, so users cannot book without first seeing these pages.

Examples of this website content are included below.

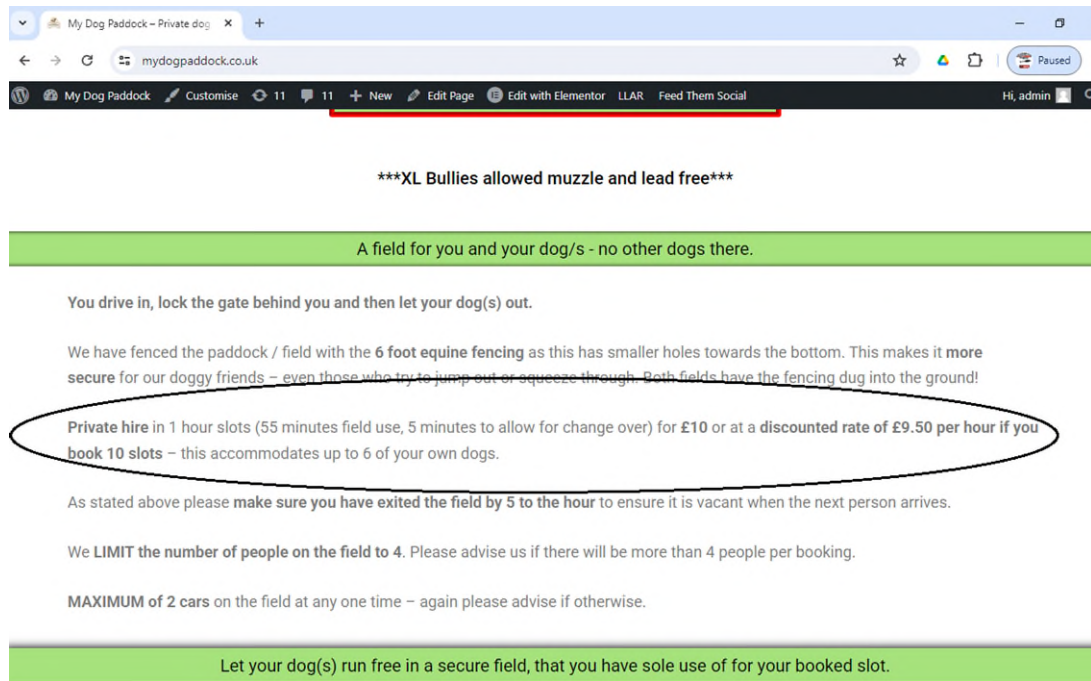


Figure 1: The homepage of the website (<https://mydogpaddock.co.uk/>)

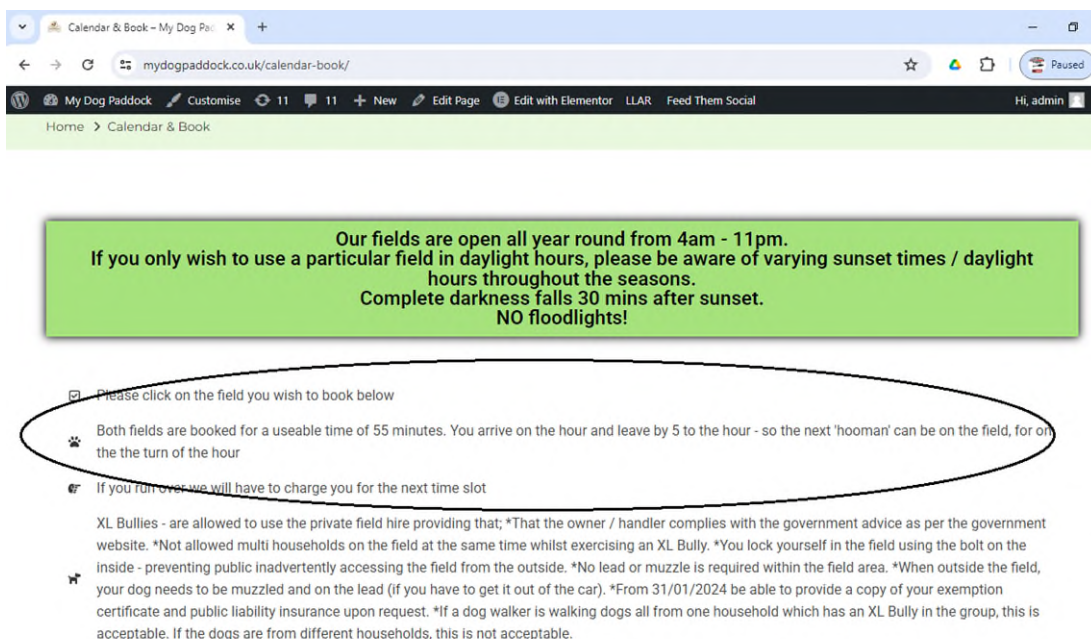
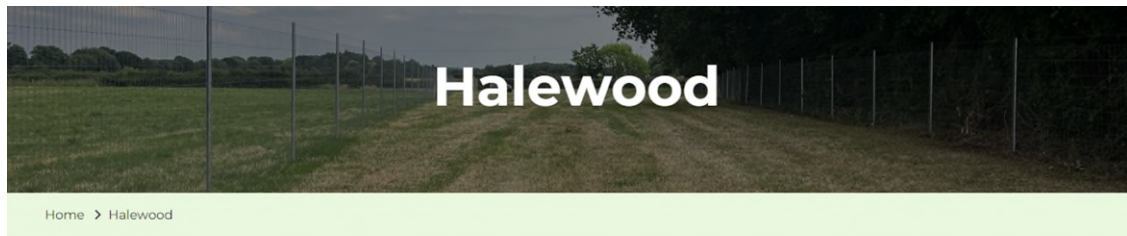


Figure 2: Booking page (<https://mydogpaddock.co.uk/calendar-book/>)



## Halewood Field

- ☑ 6 foot high fencing
- 🐾 Agility equipment & picnic bench
- 🚗 Park inside the secure field & poo bin provided
- ⚠ Flat space, no slopes
- £ £10 for a 55 min slot; for up to 6 dogs. Block of 10 slots ~ discounted to £9.50 / slot
- 🚶 Field is adjacent to the main road and pavement (people could be walking past whilst you are in the field - the fence is set in from the road side)
- 💡 NO floodlights at the field

Figure 2: Halewood booking page (<https://mydogpaddock.co.uk/halewood/>)

Home > Hale Border

## Hale Border Paddock

### Field Facts

- ☑ 6 foot high fencing
- 🐾 2 acre paddock
- 🐾 Agility equipment & picnic bench
- 🚗 Park inside the secure paddock & poo bin provided
- ⚠ Flat space, no slopes
- £ £10 for a 55 min slot; for up to 6 dogs. Block of 10 slots ~ discounted to £9.50 / slot
- 🚶 No animals in neighbouring fields
- 💡 NO floodlights at the field
- 🚗 Main road access
- ✓ Field noise: Main road runs parallel along short side of field. Train line runs along one long side.
- 🐾 XL Bully? Please ensure you comply with our T&Cs - they can be muzzle & lead free

Please note: Bookings are held for a period of time until payment is completed.

Figure 3: Hale Border booking page (<https://mydogpaddock.co.uk/hale-border/>)

## BOOKING CONFIRMATION

Upon booking, users receive a confirmation email detailing:

- The date and time of the booking.
- The address of the particular paddock.
- Instructions for accessing the paddock.
- Terms and conditions of use.

An example of this confirmation email is set out below. Attention is drawn to the statement reconfirming that sessions are 55 minutes to ensure no cross over:

Confirmation: Your booking has been received for My Dog Paddock Halewood



My Dog Paddock - Halewood <info@mydogpaddock.co.uk>

To Charlotte Ruddy



Appointment\_35794\_1\_c.ics  
768 bytes

 Reply

 Reply All

 Forward



Mon 28/04/2025 18:50

Hi Char test

Thank you for your booking - please double check the booked TIME/S & DATE/S!

HAVE YOU BOOKED THE CORRECT LOCATION? Please check below!

HALEWOOD Field Booking (please scroll past dates for more info)  
- Tuesday, 29 April, 2025 04:00/05:00

DO NOT FOLLOW THE POSTCODE TO THE FIELD, FOLLOW THE GOOGLE MAPS LINK IN THIS EMAIL, OR LOOK AT THE LOCATION PAGE ON THE WEBSITE FOR MORE INFO.

We hope you and your dog enjoy the use of our field.

GATE CODE – 1313  
The gate has a combination lock on – this is changed frequently, you will be advised if it has changed prior to your booking.

CLOTHING  
Please wear suitable clothing as it is a field site.

WATER  
Please note there is no water provided on the field – if you would like to bring water and a bowl please feel free.

PEOPLE & CARS  
Please advise us if there will be more than 6 people for your booking. Maximum of 2 cars in the field at any one time. PLEASE DO NOT PARK OUTSIDE THE FIELD!

The field is a NO SMOKING site  
This is to prevent litter and reduce the fire risk.

WHAT YOU NEED TO DO...

~ Your time starts on the hour and you need to have exited by 5 to (55 minute slot). If you arrive early please wait away from the field - so you don't upset nervous dogs.

~ Wait for the previous user to exit the field before you enter!

~ Keep your dog/s on a lead / in the car until you are securely in the 6 foot fenced area.

~ Drive in the field, close the gate (and re lock it from the inside) and then let your dogs out.

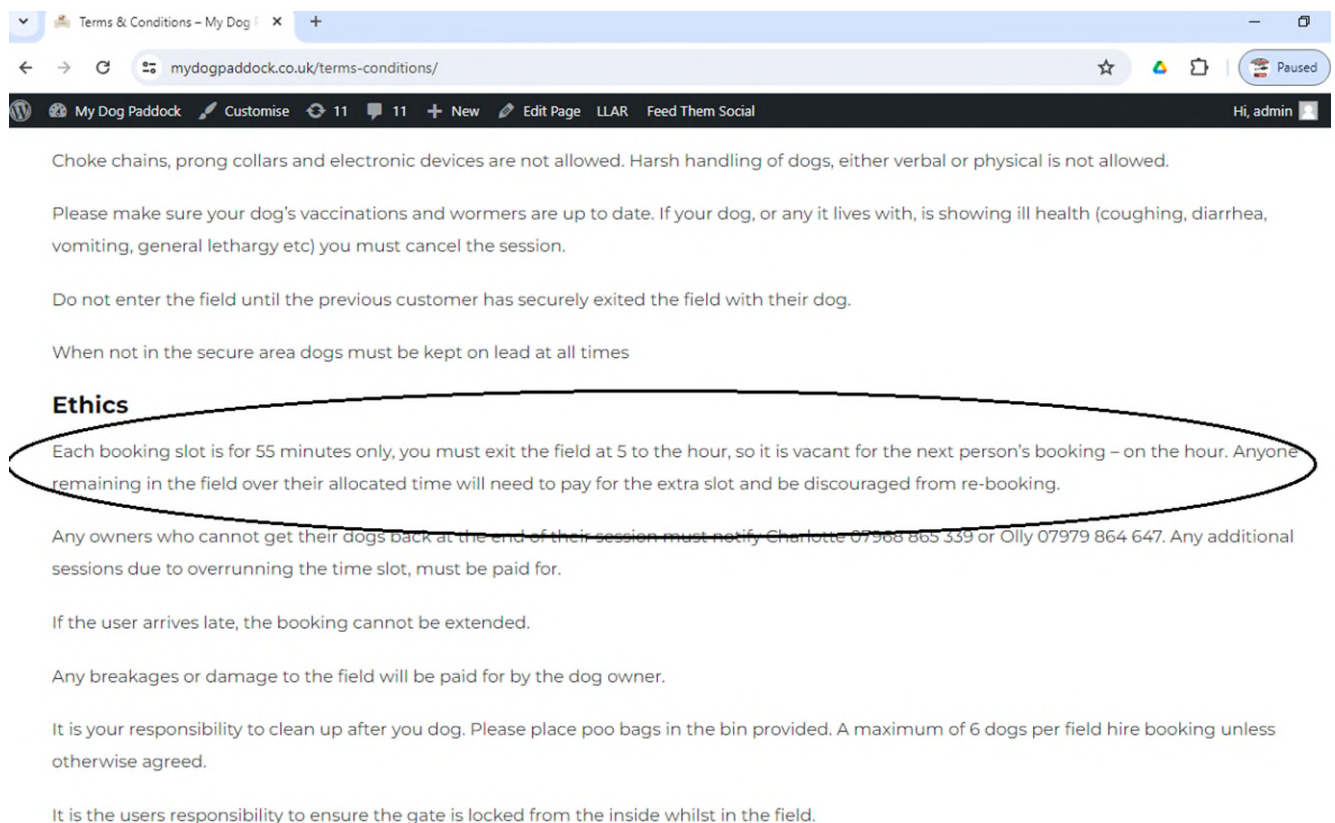
Figure 4: Confirmation Email all customers receive on booking

## TERMS AND CONDITIONS

The terms and conditions are also clearly stated on the website (<https://mydogpaddock.co.uk/terms-conditions/>) and in the confirmation email. Key points include:

- Users must adhere to the booking times.
- Dogs must be supervised at all times.
- Waste must be disposed of in designated bins.

A snip of this webpage is available below, where it is reiterated that sessions are 55 minutes, and customers must leave at five minutes to the hour.



Choke chains, prong collars and electronic devices are not allowed. Harsh handling of dogs, either verbal or physical is not allowed.

Please make sure your dog's vaccinations and wormers are up to date. If your dog, or any it lives with, is showing ill health (coughing, diarrhea, vomiting, general lethargy etc) you must cancel the session.

Do not enter the field until the previous customer has securely exited the field with their dog.

When not in the secure area dogs must be kept on lead at all times

### Ethics

Each booking slot is for 55 minutes only, you must exit the field at 5 to the hour, so it is vacant for the next person's booking – on the hour. Anyone remaining in the field over their allocated time will need to pay for the extra slot and be discouraged from re-booking.

Any owners who cannot get their dogs back at the end of their session must notify Charlotte 07968 865 339 or Oilly 07979 864 647. Any additional sessions due to overrunning the time slot, must be paid for.

If the user arrives late, the booking cannot be extended.

Any breakages or damage to the field will be paid for by the dog owner.

It is your responsibility to clean up after you dog. Please place poo bags in the bin provided. A maximum of 6 dogs per field hire booking unless otherwise agreed.

It is the users responsibility to ensure the gate is locked from the inside whilst in the field.

Figure 5: Snip from Terms and Conditions Webpage (<https://mydogpaddock.co.uk/terms-conditions/>)

## **FURTHER TRAFFIC MANAGEMENT CONSIDERATIONS**

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To address potential traffic concerns, the following measures have been implemented:

- Staggered Bookings: Bookings will be staggered to prevent congestion.
- Parking: Adequate parking is provided at each site, with clear signage and within the fenced area.
- Access Routes: The access routes are clear and open to minimise confusion and congestion.
- Access Control: Coded padlocks will be used to ensure only booked users can access the paddocks.

## **CONCLUSION**

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It is asserted that the website makes clear reference to the sessions being 55 minutes, and that users must leave the site at five minutes to the hour to avoid traffic. Booking can only be done through the website, so users cannot book without first seeing these pages. The message and session restrictions are then reiterated on each paddocks specific booking page.

Every booking is followed up by confirmation email which reiterates these restrictions again. There is no option when you book to opt out of this confirmation email.

As such there is both general and paddock-specific online information when booking, and user-specific communications following booking which all reiterate this restriction on session time. As such, the booking system is considered to comprehensively restrict users to a 55 minute session, to avoid traffic and congestion on-site.