

Zoomies Zone- Customer Communications

Zoomies Zone Liverpool ("Zoomies Zone"), North End Lane, Halewood, Knowsley, L26 5QB

Customer Information

Once a session at Zoomies Zone has been booked & paid for please look out for an automated email confirming the booking (please check your junk / spam folder too)

Should you not receive the email please contact us immediately by telephone (07543 621041 or 07790 768724)

Following the initial confirmation email, you will then receive a series of automated emails

WE REQUEST YOU READ ALL OF THE EMAILS WE SEND YOU FOLLOWING MAKING A BOOKING PLEASE. Each one contains information to make your visit go as smooth as possible

Around TWO HOURS BEFORE your booked session at Zoomies Zone Liverpool you will receive an email which contains the codes for the combination entry system. Again, if this has not be received please check your junk / spam folder too.

The Rules

If you arrive late you will be restricted to your booking times.

If you overrun, you will be charged for the next slot.

Please do not arrive at Zoomies Zone any earlier than 5 minutes before your start time and park your car in the dedicated area of hardstanding on the left away from the internal entrance gates to the enclosures to give the previous customer plenty of space. You and your dog(s) must wait in your car until your start time. Please do not

If the previous customer overruns ask them politely to leave or call us immediately on 07543 621041 or 07790 768724.

If you have booked the Action (Red) Zone or Activity (Yellow) Zone, you need to park in the dedicated parking spaces. Detailed instructions are in the final email received 2-3 hours before arrival.

Each area is surrounded by fences 6 feet high. Whilst steps have been taken to make this secure and fences are checked daily we cannot guarantee that it is escape proof. Zoomies Zone Liverpool is not responsible for escapees.

When you arrive please check the perimeter fence before you let your dog off lead. You are responsible for checking it is safe for your dogs.

Please do not allow your dogs to dig, as holes can cause any injury to other dogs or the owners.

Professional Dog walkers and Dog Trainers will be asked to provide proof of insurance when booking.

Please do not allow your dogs to bark excessively.

Dogs must be kept on collar and lead with ID tag until safely in the enclosed area with the gate closed. **Choke chains, prong collars and other such devices are not permitted. Verbal or physical abuse towards dogs will not be tolerated.**

All dog poo must be picked up and bagged. Each Zone has a professional poo bin situated at the entrance. You will find bio degradable poo bags attached to the perimeter fence.

If you bring dog toys to Zoomies, take them home with you. What your dog enjoys could be a hazard to another dog.

We maintain a supply of drinking water in bottles for use by your dogs, kept in a crate at the gate. If you use this water ENSURE YOU PLACE THE EMPTY BOTTLE IN THE CRATE PROVIDED. Bowls are provided - please wash these before and after use.

No food will be permitted to be brought into the secure park other than small treats for training purposes – No treats are to be left in the park.

Many plants are potentially toxic to dogs. As with any field it is inevitable that potentially toxic plants/flowers will find their way in. You are responsible for supervising your dog(s) at all times.

Use of any low level agility style equipment as at your own risk. You must only allow your dogs to participate in activities appropriate for their breed, age and size.

Do not allow your dogs to climb on the garden furniture, this is for your enjoyment only.

No smoking or vaping is permitted at Zoomies Zone.

You are restricted to the number of dogs and cars as per your booking. We have different limits for each field. You are responsible for your dogs - a minimum of one adult (age 18+) is needed to be responsible for up to 5 dogs.

Professional Dog walkers and Dog Trainers must provide proof of liability insurance when booking. This can be emailed to zoomieszoneliverpool@yahoo.com

XL Bully's are only permitted in the Adventure Zone only, as this area offers parking within the field.

Only small dogs are allowed in the Activity Zone (up to 10kg). If you enter the Activity Zone with a dog an unsuitable dog, you will be asked to leave, and no refund will be given.

Please be ready to leave the enclosed area 5 minutes before the end of your slot to ensure you do not overrun. Please ensure you are completely off site by the end of your session i.e. do not stay in the car park to chat

We operate CCTV at Zoomies Zone Liverpool.

Customers who do not comply with the above can be asked to leave and no refund will be given. For the enjoyment and safety of our loyal customers we ban visitors who break the rules.

Terms and Conditions of the booking

Please note that the system will only allow you to reschedule with 12 hours' notice. If you wish to reschedule within this timescale, as the possibility of securing another booking is limited, rescheduling is not guaranteed. However, if you message us via the Facebook page and text to 07543 621041 and 07790 768724 we will do our best to readvertise and if an alternative booking is secured, you will be able to transfer your payment to alternative dates.

REFUNDS ARE NOT PERMITTED UNDER ANY CIRCUMSTANCES.