



Policies

Application

Your dog must have completed application and release form on file.

Assessment

To ensure compatibility with the pack, in a non-traditional boarding environment, all dogs must pass an assessment at Fort Fido, prior to boarding or attending daycare. The assessment must be prepaid, prescheduled and non-refundable. Assessment times are scheduled for weekdays (M-F) at 6:30am. This allows us to have new dogs come in while the pack is small. It also allows new dogs to make positive associations about coming to daycare and going home again.

Age

Dogs may attend Fort Fido dog daycare as soon as their veterinarian clears them for socialization. Unneutered males may attend daycare and overnight boarding until six (6) months of age. Unspayed females may attend daycare until their first heat; however, females over six months are not allowed to come in for overnight boarding until after they have been spayed.

Vaccinations/Health

Owners must verify that their dogs are clean, flea and tick free, and in good health. We recommend that all dogs be on a flea preventative. Dogs who are found to have fleas may be given a flea treatment at the owner's expense. Dogs that have been ill with a communicable condition may be asked to provide a veterinarian's certification of health to be admitted or readmitted. All dogs will be required to have periodic fecal exams.

Dogs (six months of age and older) must have up to date vaccinations for the following: DHPP (Distemper, Hepatitis, Parainfluenza, and Parvovirus), Bordetella (kennel cough), Rabies, and a negative fecal before their assessment. We require owners to submit written proof of their dog's vaccination records. They may be faxed to (253) 460-0241 or email us at TheFort@FortFido.com.

Keeping up to date on vaccinations can protect your pet from serious diseases, but dogs that socialize in large groups still pass around the occasional cough, snuffle, virus, or parasite. Most of these communicable diseases are not serious. Healthy dogs with good diets and strong immune systems seem to be more resistant to disease. In the event a dog does become ill, the owner assumes all veterinary costs associated with their treatment.

Properly trimmed nails are essential for dogs involved in high-energy activity such as play at daycare. Keeping your dog's nails trimmed, reduces stress on their toes and joints, and helps

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keep their playmates safe. Please keep your dog's nails trimmed. If you are unsure of a safe length or proper grooming technique, ask your groomer or veterinarian to give you some tips.

Collars/Leashes

All dogs entering the facility must be on leash. If you do not have a leash, you may borrow one of ours. For ease of transitioning in and out of play areas, a quick release collar is preferred. Harnesses and other restraint devices may be approved on a case-by-case basis.

Behavior

All dogs must be non-aggressive. Owners will need to verify that their dog has not harmed or shown any aggressive behavior towards any person or other dogs. Please remember, your pet will be spending time with other pets. So, owners are to inform Fort Fido staff of any behavioral changes they see in their pet. Our pack's health and safety is our main concern.

To keep a safe environment, we reserve the right to correct dogs that misbehave via vocal reprimand, water spray, or timeouts. Dogs may be crated throughout the day for timeouts, rest, feedings, and our daily cleaning.

Feeding

- **Boarding Dogs** – Dogs being boarded overnight are not charged for their feedings; however, their food must be brought from home, along with a measure for controlled feeding. Dog that already eat Fromm will be provided food at no cost.
- **Daycare Dogs** – We encourage you to feed your dog before and/or after they come to daycare. If you would like your dog to be fed while at daycare, there will be a \$5 charge (no charge for dogs under 6 months). **Food must be provided in individual portions and labeled with their name.**

Accidents

Even at Fort Fido, accidents can occur. Keep in mind that canines can be unpredictable at times. Although great care is taken to ensure the safety of your dog, an occasional nip, scratch, broken nail, limp, torn pad, strain, sprain, or other injury is possible.

In the unlikely event of a medical emergency, Fort Fido staff will act on the owner's behalf at their sole discretion. The owner will assume all responsibility for any expenses involved. Owners will not be contacted for non-emergency incidents but instead will be informed upon pick-up.

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While processes are in place here at the Fort to prevent this from happening, it is possible, although unlikely, for Fort Fido staff to mistakenly bring out a doppelganger (lookalike or twin). Ultimately, it is the owner's responsibility to verify that they are receiving the correct dog.

Hours of Operation

Fort Fido is open for drop-off and pickup Monday through Friday from 6:00am-7:30pm and Saturday 9:00am-6:00pm. To drop-off, pickup, make a purchase, or contact us when the lobby is locked, just call us from the parking lot, (253) 460-0299, and a Fort Fido staff member will be out to assist you promptly.

Boarding rates are for 24-hour periods. Dogs picked up after a 24-hour period will be charged a daycare rate. Any dog abandoned at Fort Fido for longer than 48 hours will be taken to the Pierce County Humane Society.

All daycare and boarding dogs must be picked-up prior to closing. There is a \$1 per minute (per dog) late fee for all late pick-ups, regardless of traffic conditions. If you are late and we are unable to contact you, your dog will stay with us overnight and a premium boarding fee will be charged.

Rescheduling/Cancellations

Rescheduling and cancellations of daycare or boarding must be done before closing on the day that your dog was due to attend. We will work with you to accommodate your schedule but cannot guarantee availability. A no-call-no-show will not be refunded or rescheduled.

Any balance of days owed will be kept track of for 45 days. If they are not refunded or rescheduled by the end of this time, any remaining balance or days will be forfeited.

Boarding

For the health and safety of all dogs attending Fort Fido, we reserve the right to decline your pet if it appears to be in poor health or is showing signs of a communicable disease. Dogs that are found to have fleas or ticks may be given a flea or tick treatment at the owner's expense. If for any reason a dog is not a good fit for our cage-free boarding environment, we reserve the right to take that dog to another boarding facility at owner expense.

Fort Fido is not responsible for the loss or damage of any items brought into the facility for use by the boarding or daycare dogs. Beds, blankets, toys, etc.... may be chewed or damaged. We do our best to take care of items brought in.

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Appropriate items to bring for boarding are beds, blankets, food, treats, clothing, jackets, or medications. Please do not bring bowls or toys. Please be sure that all food is in a resealable container.

Attendance

A dog's regular attendance at Fort Fido is not mandatory, however, you will be subject to a \$25 application fee, if your dog has not attended for longer than one calendar year.

Expulsion

Fort Fido may at any time or for any reason expel a dog from the facility.

Service Adjustments

We reserve the right to amend all policies, rates, and hours of operation without notice. We will do our best to update you with any changes. It is your responsibility to check with a Fort Fido staff member, or the website periodically, to stay current with all revisions.

Marketing/Social Media

The name and likeness of your dog may appear in print, video, on the Fort Fido website, or on any of our social media channels (e.g., Facebook, Instagram, X (formerly Twitter), Tumblr, etc.), for promotional purposes.

Here at Fort Fido, we are very involved with using our camera; we love capturing plenty of videos and photos of the dogs and sharing those memories on our various sites. Afterall, who doesn't love adorable dog photos!?

Connect with us in the virtual world on Facebook and Instagram. We update our Facebook regularly. You'll find videos, photos, and our new dog introductions being shared on our feed. If you have an Instagram we would love to include you and tag you when your dog is featured on our page.

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