



Policies and Info:

Social Daycare:

We have a max of 30 dogs per day. Dogs and puppies are together in our matted play areas. For younger dogs we may put them in a separate pen when they get sleepy so they can rest peacefully. Most dogs find a spot or a buddy to curl up with for naps. If a dog does not fit into our social setting we reserve the right to not allow the dog back at daycare. Daycare is not right for every dog. If deemed necessary by staff, we reserve the right to separate a dog from the pack for the remainder of the day. We will only do this for safety reasons.

We recommend that all dogs attend daycare at least one day a week. Dogs thrive on routine and if there is not a regular attendance we find they spend the day trying to fit back into the pack. Although we do our best to put them into a pack with their play style, it might not always be an enjoyable experience for them or the rest of the pack. If a dog does not attend daycare for 3 months or more the management reserves the right to request a new assessment.

Due Diligence & Injuries:

When leaving your dog at Fido's Place, owners agree to the fact that we will NOT be held responsible for any harm that may come to your dog from any encounter with any other dog. Due diligence will be paid by staff in all manners of care for your dog.

Owner understands the risks involved in "free play" and socialization at daycare and accepts that some injuries may result from such interactions. This can include scratches, cuts and scrapes and sometimes punctures. Our staff, in its sole discretion, reserves the right to treat such injuries onsite or call the owner to pick up the dog if they deem that an injury should be seen by a veterinarian. Due diligence is paid in any event but it is understood that you (the owner) will be held responsible for any and all veterinarian bills incurred. If Fido's staff has deemed it an emergency and the pet owner can not be reached, the pet will taken to the Prairie Animal Health Centre for care.

Privacy:

Fido's Place follows the privacy act and will not under any circumstances give out your personal information or your pets information (other than name and breed when we post photos) to anyone under any circumstances.

Refund Policy:

Packages are non-refundable for the following but not limited to the below circumstances: - The dog has not come to daycare for consecutive 6 months. -If the dog is asked to leave and it is suggested that more training is needed for a reassessment the owner has 30 days to bring the dog back for reassessment. -If the dog bites another dog, a staff member or any person on premises. If we determine that a dog can no longer attend for any other reason a refund may be given at the discretion of Fido's Place for any remaining package days minus a 20% fee.

Quarantine of dogs:

Where a dog has bitten a person or a domestic animal, the owner of the dog shall, unless the dog is ordered to be destroyed, quarantine the dog for observation for symptoms of rabies for a period of not less than 10 days in accordance with the Animal Disease and Protection Act (Canada).

Reservations:

We will try our best to accommodate everyone, but we do suggest making a reservation 48 hours in advance. This helps to ensure your dog's spot in the event that our daycare is at capacity. A regular schedule can also be set up so that you have a recurring reservation. If you do not have a reservation we suggest contacting us to see if we have space before showing up as we do not except walk ins.

If unable to login to request daycare please feel free to call/text **306-891-9663**, email **fidosplace@outlook.com** or visit our web site **fidosplace.ca**

Cancellation Policy:

We recommend cancelling at least 24 hours in advance. Notification after 9 am or a no show will still accrue a full charge of services. We understand that unforeseen circumstances do come up from time to time, however because our daycare space is limited and we have a cancellation list we ask that you inform us if your dog will be missing an appointment. We appreciate your cooperation in this matter.

Late Fees:

If you are unable to collect your dog by the time we close, we would ask that you try to make other arrangements and notify us on who will be picking your dog up. Have them bring ID as we will ask to see it. Owners picking up dogs after our closing hours will be charged a late fee of \$10.00 per ½ hour with a min of ½ owing that is to be paid at time of pickup

Vaccinations:

We require that all daycare dogs be current on vaccinations as per your veterinarians' advice. Puppies must have their second set of vaccines in order to attend daycare. Proof of vaccinations must be provided or a letter from your veterinarian as to why your dog is not. We also accept titre testing.

Parasites:

We suggest that all daycare dogs be on a parasite prevention program prescribed by a licensed veterinarian, either monthly or seasonally. Please speak to your vet about which treatment is best for your dog if any. If the drops are applied please use the recommended stay out of water guide lines before bringing them to daycare. Dogs play and touch each other and the drops could possibly make the other dogs sick if they ingest it.

If at any time your pet is found to have fleas or ticks, we may provide appropriate flea or tick removal treatment at your additional expense, or we may terminate services until the problem is resolved so as not to transfer parasites to other clients.

Spaying and Neutering:

We require that any female in heat not attend during her heat cycle. She will not be able to return until 2 weeks after she stops bleeding.

Any males that mark excessively will be excused from daycare. After being altered both male and female dogs must remain out of daycare for 2 weeks.

Pet Health/Behavior and Safety:

We reserve the right to refuse service to any pet for any reason including, without limitation, if it appears that the pet is sick, injured, in pain, or that its behavior could jeopardize the health and safety of other pets or our staff.

All dogs must be in good health. No coughing, sneezing, vomiting or diarrhea 48 hours prior to arrival. If your dog is displaying any of these symptoms while he/she is in our care you may be asked to come pick them up.

If your dog has been treated for a contagious illness, we cannot accept your dog for at least 2 weeks after treatment has been completed and may ask to see a vet letter stating that the dog is cleared.

We may accept pets and administer routine medications for chronic conditions, but we are not equipped to care for acutely sick pets.

We do not accept aggressive dogs. If you believe your dog may be aggressive but are unsure, please contact us for an evaluation

Agreed to by Owner:

Fido's Place Staff

Date