

Procedures & Policies

Wellness

For the safety of our clients, all puppies must be current on their vaccination series. This includes DHLPPV, corona and bordetella (for puppies over 9 weeks) and rabies (for puppies over 14 weeks).

Dogs must be free of external parasites (fleas, mange etc.), and will not be able to board if being treated for contagious conditions.

A copy of current vet papers must be presented at time of arrival.

Hours

Drop-off hours are between 4:30 AM and 12 Noon preferably. Scheduled appointment only.

Pick-up hours are between 6:00 AM and 5:00 PM 6 days a week. We will not be open for pick up or drop offs on Saturdays.

Although dogs will be here, we are closed on major holidays such as Thanksgiving, Christmas, New Year's Eve, Easter, and the 4th of July. Dogs that are boarding during holidays need to be dropped off and checked-out the day prior to or after. No pets may be picked up or dropped off on these days.

All services are by appointment only. We do not have an open door policy.

Comfort

We do not send dirty dogs home. An exit bath is encouraged after 3 nights boarding. Dogs play, chew and slobber on each other. We reserve the right to give your dog a bath at your expense if we deem necessary.

Due to lack of storage space for big bags, we encourage you to bring pet food in zip-locked bags, pre-portioned for each meal. Please LABEL all your dog's belongings.

We provide clean, comfy bedding & blankets for all boarders. FIDO is not responsible for lost or damaged belongings.

Fees

First time boarders are required to pay cash up front at time of drop off. Following that service all fees are due and payable when your pet is picked up. Check, cash and now Credit cards accepted. Checks may be made out to F.I.D.O.

Owner is responsible for the behavior of his/her dog. Any costs that result from an injury caused by owner's pet to any human or other dogs on FIDO's premises will be billed to the owner. FIDO is not financially responsible for such expenses. Owner understands that the pet is in an environment where other pets are located together in a social atmosphere. **If you DO NOT want your dog to have social interactions with other dogs then let us know so that we can evaluate your needs and determine whats best for your loving pet.**