



BRENTWOOD

Animal Campus

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Rules and Regulations

Trial Day:

All new dogs must have a trial day before they are able to attend Fetch Fraternity on a regular basis. Trial days are only done on our slow days, so please contact us and we can inform you which days those are. All trial day dogs require extra attention in order to assess their behavior and to get them prepared to play with a large group of dogs. We require all trial dogs to be dropped off between 6:00-7:30AM.

Behavior:

All dogs must be non-aggressive and non-possessive over food, kennels, or toys. Clients will need to certify that their dog(s) has not harmed or displayed any unpredictable, aggressive, or threatening behavior towards any person or dog. Dogs also must understand basic commands such as: Come, Sit, and Stay. Dogs that are dominant, either by mounting or more aggressive behavior, will be welcome at Fetch Fraternity as this can cause problems with the rest of the pack. *Please remember, at Fetch Fraternity, dogs will be socializing with other dogs and people and their safety and health is our main priority.* **Even though the play is constantly supervised, dogs may endure an occasional nip or scratch.**

"Behavioral Incident Policy"

If your dog starts a scuffle, demonstrates recurring behavioral problems, or simply doesn't match up to the "social criteria" we require, your dog will be given an incident report for each situation. This report will be presented to you at the time of pick up. If your dog receives numerous incident reports, your dog's behavior will be evaluated by management, in order to assess if a suspension or potential expulsion is necessary. If your dog is expelled, you will be asked to surrender your remaining non-refundable package days. Fetch Fraternity reserves the right to give an incident report to any dog for any reason we see fit. We understand that every dog has their "off" day or moment, but this is strictly a social facility and we want to ensure the safety of our dogs, staff, and customers.

***Expelled dogs- If you are willing to put your dog through professional training, your dogs' status will be changed to "suspension". A certificate must be presented, proving that your dog has completed the training course. Your dog will need to pass another trial day to make sure that the behavior or demeanor has changed to meet our social needs.**

Vaccinations:

All dogs must be current on all required vaccinations. These vaccinations include: Distemper, 4-way Leptospirosis, Rabies, and Bordetella. You will receive reminders when vaccines are due, and it is the parent's responsibility to provide a hard copy of each pet's vet records from their Vet Clinic or Rescue before they are an attendee of daycare. Please realize that some shots do have a waiting period before being effective, so please respect all health precautions taken by FF.

Age:

Dogs of any age are allowed at FF as long as they meet all FF requirements. Puppies may join FF, but must be current on all available vaccinations which are solely based on the pup's age. Puppies may still come if they are not spayed or neutered, but females must be fixed before 7 months of age and males before 9 months of age.

Fees:

Day charges, packages, damage fees, or services used from other buildings are all due at the end of each day. Cash, check, Visa, or MasterCard are acceptable forms of payment. Discount packages are available and must be paid for in advance.



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All pre-paid packages are non-refundable and expire 6 months after purchase.

Food:

All food brought into FF must be stored in airtight/rodent proof containers. Opened dog food bags will not be accepted. If you'd like to bring your pups meals daily, feel free to do so, and we will give you the container back at the end of the day.

Health:

All dogs MUST be in good health and free of any condition that could potentially harm other FF members. It is the owner's responsibility to communicate with FF staff about any questionable or concerning conditions. **Dogs that have been sick with a communicable condition within the last 30 days will require a veterinary certification of good health to be welcomed back into FF.** If at anytime a dog is noticed to have a sickness or health concern that can be contagious, treatment will be applied and charged to the client. You will be asked to pick your dog up immediately. All dogs will be examined for signs of sickness, and will not be admitted in FF until it is all cleared up. FF recommends the use of all parasite prevented products.

Hours of Operation:

FF is open Monday through Friday from 6:00–11:00AM and 1:00-6:30PM. Drop off starts at 6:00AM and is preferred to be done by 8:00AM. Pickups can be done any time after 3:30-6:30PM. FF is usually closed on holidays due to boarding demands. Please plan accordingly with our boarding facility in order to be accommodated on a holiday.

***Late fee of \$1.00 per minute will be applied to parents after 6:30PM and \$2.00 per minute after 7:00pm. If a customer forgets to pick up their pet, they will be kept over at our boarding facility for the night. (unless prior arrangements have been made).**

Collars:

Dogs are required to wear collars at ALL times. We do not allow chains or choke collars.

Reservations:

Reservations are required. Please give at least **24 hour notice** to ensure that FF is properly staffed to serve you and your pet better! We recommend you schedule your reservations as soon as possible, since kennels now fill up very fast. Otherwise, we will put you on a waitlist for that day and notify you if there is any last minute cancellation. We now offer "Your Days" which are days that you can bring your dog on a regular basis.

Cancellation Policy:

Cancellations must be made and received by 6:30PM the night before the arranged day of daycare. If you do not inform us on this cancellation, you will be charged for the day based on how you usually purchase your days. We do require that all customers have a current credit card on file at all times.

Note:

During Winter Fetch Fraternity will be CLOSED if the Franklin School District is closed.
