



**HAPPY TAILS**  
PET SERVICES

## Overview

### ABOUT

Hey, I'm Lucy! Happy Tails provides reward-based dog walking and pet sitting to the Newcastle, NSW area. Pet services are force-free and driven by principles of compassion, patience, and communication. I want to provide meaningful pet care in my hometown because I am passionate about the happiness and wellbeing of all animals.

### SERVICES

#### *Dog Walking*

- A full hour of fun that is personalised to meet your dog's wants and needs.
- Only dogs from the same household are walked together to get the one-on-one attention they deserve and to reduce the likelihood of conflict between stranger dogs.
- All dogs start on-leash and off-leash is available pending recall reliability.

#### *Pet Sitting*

- Visits to your home so your pet doesn't need to leave the comfort of safety and familiarity.
- Includes feeding, play, pats & scratches, and litter box changes or other species-specific tasks.
- Maintenance of household security and tasks such as mail collection, putting bins out/in, and watering plants.

*Kindness to animals is the path to understanding and connection.*

### CONTACT

**Website:** [www.happytails.net.au](http://www.happytails.net.au)

**Mobile:** 0428 807 241

**Email:** [johnsonlucy@outlook.com](mailto:johnsonlucy@outlook.com)

Happy Tails prioritises safety and is fully insured with QBE through MGA Insurance Group.



*Correct as of: 26/07/23*



SERVICE		COST
<b>PET SITTING</b>	Up to a 30 minute visit	\$20
	40-60 minute visit	\$30
		\$5 per extra pet (after 3)
<b>DOG WALKING</b>	40-60 minute walk	\$35
		\$10 per extra dog
<b>WALK BUNDLES</b>	4 x walks	\$133 <i>(Save \$7)</i>
	8 x walks	\$252 <i>(Save \$28)</i>
	12 x walks	\$357 <i>(Save \$63)</i>
<b>TRAVEL SURCHARGE</b>	Further than 8km from Newcastle, 2300.	\$1/km per day

### BOOKING PAYMENT

Payments can be made any time up until the day of the booking. If a booking is not paid for then it will not go ahead. If you would like to pay for your booking in multiple instalments you are very welcome to, just please let me know. Payments can either be made with cash or bank transfer to the following account:

**BSB:** 650 000

**Account Number:** 556 321 301

### REFUND & CANCELLATION POLICY

If I cancel your booking, you will receive a full 100% refund or you can use your payment as credit for a future booking.

If you cancel a booking with under 24 hours, there is a cancellation fee of 50% of the total booking cost.

Dog walks may be cancelled due to severe weather that poses a safety risk – i.e., thunderstorms & torrential rain or high temperatures, especially over 30c. The booking can either go ahead with alternative indoor play & enrichment activities or rescheduled to an alternative time.