

Dunedin,  
New Zealand  
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## Fur Friend Services / Pricing

[Dog walking \(30, 45 or 60 minute walks\)](#)

[Pet visits \(checking on your pets\)](#)

[Small animal care \(because pets come in all shapes and sizes\)](#)

[Clean up \(keeping it clean and tidy for them\)](#)

[Pet taxi \(when pets need to go places\)](#)

*(click the links above to find out more)*



### Dog Walking

When we walk your canine companion we are not just taking them for a walk we are putting your mind at ease, knowing your four legged friend is in safe hands and having a great time. Dogs are designed to run, and by hiring Fur Friends we can tailor a service to suit your four legged friend/companion animal.

Like people not all canine companions are the same, some like change and adventure while others like familiar surroundings but no matter your dog's personality, they all have one thing in common – frequent exercise and a change in surroundings = happy pet.

- Stops boredom, digging holes and barking, which equals: happy dog = happy owner = happy neighbour
- One on one attention, your four legged friend is walked on their own or with another dog if this is what you would prefer.
- Walks can include fetch, ball chasing, swimming at the beach, hill walks, running around the park and alternative footpath walks.
- Home security: knowing Fur Friends will be visiting your property; we bring in your mail and check to ensure your property is secure.

### Pricing

30 minute \$20.00 / 45 minute \$25.00 / 60 minute \$35.00  
Additional cost for travel per day (see below).  
Note: 50% discount for additional four legged friend.





**FAQ**

**Can my dog run off the lead while out for a walk?**

Yes once a relationship is built between your four legged friend and a handler and in a dog friendly area. (You will be required to sign a consent form that states Fur Friends will not be liable for any incident that occurs while your dog is off the lead)

**Does Fur Friends supply the lead?**

We can supply the lead but this will be at a cost to you (price of lead + 10% service charge)

**My dog pulls and lunges while being walked**

We have found that most dogs that are of medium-large size do better using a Gentle Leader as known as a Head Collar. This is the most humane way to eliminate barking, lunging, leash pulling and jumping while out walking. If a Gentle Leader is recommended then your four legged friend will need to be fitted to ensure it is the correct size and trained to walk using the Gentle Leader, these are available for purchased from leading pet stores and Veterinary clinics.

**Will my four legged friend be walked on their own?**

We can walk your four legged friend on their own or with another dog if this is what you would prefer.

**I would like both of my four legged friends to be walked together**

Yes we can walk both of your four legged friend's together as long as they are happy to be out walking together, we want your four legged friend's to have a good time.

**Does Fur Friends offer group walking?**

Currently we do not offer this service as we prefer to give one on one attention

**Is there anytime my dog/dogs will not be walked**

The only time we would not be able to walk your dog would be when the weather poses a risk to both your dog/dogs and a Fur Friends handler, you will be notified via a phone call if this is the case.

**Will my property be secure and can Fur Friends be trusted?**

Confidentiality is extremely important, we will not disclose to anyone if you are going away, we would appreciate if you could notify your neighbours so they are aware that Fur Friends will be visiting your property.

Fur friends is fully covered by public liability insurance, you can rest assure knowing that your property is protected and your key will not be identified by your address; we have a special coding system that is kept separate to the key, so only Fur Friends will know which key belongs to your property.

**Do I need to sign a contract?**

Fur Friends will require you to sign a service agreement outlining you allow Fur Friends to come on to your property and walk your dog/dogs, you can rest assured that Fur Friends has public liability Insurance.

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**Pet Visits**

- Our pet visits cover up to 2 pets from the same household, additional pets are charged at \$5.00 per animal per visit.
- Food/water bowls cleaned and refilled (does not include the cost of food)
- Playtime
- Pampering: coat brushed and cuddles (pets own brush must be supplied for hygiene)
- Medicine administered is necessary
- Litter trays cleaned and refreshed

**Pricing: (Excludes food and litter)**

**One visit per day**

15 minute	\$15.00
30 minute	\$20.00
45 minute	\$25.00
60 minute	\$35.00

**2 visits per day**

15 minute	\$25.00
30 minute	\$35.00
45 minute	\$45.00
60 minute	\$65.00

Travel cost per day

\$5.00

Travel cost per day

\$7.50

**FAQ****How long will Fur Friends spend with my pet?**

The duration will depend on how long you would like Fur Friends to stay with your pet, please see pricing.

**Does Fur Friends stay in my house while I am away?**

No, currently we do not offer this service.

**Is exercise included in the price?**

- Fur friends will encourage your canine companion to play fetch, chase balls and have a run around your back yard.
- Your feline friend will also be encouraged to move around, what cat doesn't like to chase a toy mouse or sparkly ball.

**Can my dog be taken for a walk during a pet visit?**

Fur Friends are more than happy to walk your dog on a lead; however the walk would be included in the total time Fur Friends is hired during the pet visit.

**My feline friend is very shy how will Fur Friends know they are ok?**

Our aim is to ensure your feline friend is being well taken care of and to do this we would record their routine to ensure the best care can be provided, by knowing their routine we can assure owners that we will be there for your friend at a time that suits them.

**Can Fur Friends medicate my animal for me?**

We can medicate if this is what you the owner would like, please note that we are not a pharmacist, all medication is responsibility of the owner, and clear precise instructions must be written down for Fur Friends to follow as well as the Veterinarian's contact details.

We will chart all medication and sign once dispensed, we also require an allocated time of 30 minutes prior to the pet visits to ensure that both you the owner and Fur Friends are happy to give the medication.

**Does Fur friends provide food, litter and cleaning equipment?**

No, it is expected that the owner supplies enough food and litter for the duration that Fur Friends is hired to care for the animals, all cleaning supplies are to be provided by the owner, this is to ensure no cross-contamination between animals from different households occurs.

**Can I hire Fur Friends to visit my animal every second day and use a family member on the other days?**

No, we can not take responsibility for any animals if the care is being split between family/friends and Fur Friends, as we will not be liable for any injury or illness that may arise from this joint situation.

We must be the sole care giver for your pet to ensure that a high level of care is maintained, by hiring Fur Friends you can be assured that we are not just dropping by to fill up the bowls, we are there to give your pet some company and to check their overall health.

**What if my pet becomes ill while we are out of town?**

You will be required to leave your Veterinary contact details with Fur Friends as well as signing a statement that allows us to take your animal to the Veterinary should it be deemed necessary, Fur Friends will however contact you in the first instance and inform you if your pet is unwell (If your animal is taken to the Veterinary clinic there will be a charge of \$25.00)

**Will my property be secure and can Fur Friends be trusted?**

Confidentiality is extremely important, we will not disclose to anyone if you are going away, we would appreciate if you could notify your neighbours so they are aware that Fur Friends will be visiting your property.

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**Is there anytime pet visits will not take place?**

The only time we would not be able to offer a pet visit is when the weather poses a risk to a Fur Friends staff member (snow storm, etc), you will be notified via a phone call if this is the case.

**Do I need to sign a contract?**

Fur Friends will require you to sign a service agreement outlining you allow Fur Friends to come on to your property and attend to your animals, you can rest assured that Fur Friends has public liability Insurance.

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Fur Friends small animal care service caters for rabbits/ birds/ mice/ rats/ guinea pigs/ fish, it is important that regular handling of small animals allows your animal to remain comfortable around people.

## Pricing:

One visit per day		2 visits per day	
15 minute	\$15.00	15 minute	\$25.00
30 minute	\$20.00	30 minute	\$35.00
45 minute	\$25.00	45 minute	\$45.00
60 minute	\$35.00	60 minute	\$65.00
Travel cost per day	\$5.00	Travel cost per day	\$7.50

Discounted if combined with pet visits or dog walking service

Fish feeding \$5.00 per day or free with another service

Cage cleaning \$15.00

- Cage and all accessories cleaned
- Bedding replaced
- Food/water bowls cleaned and refilled (does not include the cost of food)

## FAQ

### How long will Fur Friends spend with my pet?

The duration will depend on how long you would like Fur Friends to stay with your pet, please see pricing.

### My pet is very shy how will Fur Friends know they are ok?

Our aim is to ensure your feline friend is being well taken care of and to do this we would record their routine to ensure the best care can be provided, by knowing their routine we can assure owners that we will be there for your friend at a time that suits them.

### Can Fur Friends medicate my animal for me?

We can medicate if this is what you the owner would like, please note that we are not a pharmacist, all medication is responsibility of the owner, and clear precise instructions must be written down for Fur Friends to follow as well as the Veterinarian's contact details.

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### Can I hire Fur Friends to visit my animal every second day and use a family member on the other days?

No, we can not take responsibility for any animals if the care is being split between family/friends and Fur Friends, as we will not be liable for any injury or illness that may arise from this joint situation.

We must be the sole care giver for your pet to ensure that a high level of care is maintained, by hiring Fur Friends you can be assured that we are not just dropping by to fill up the bowls, we are there to give your pet some company and to check their overall health.

### What if my pet becomes ill while we are out of town?

You will be required to leave your Veterinary contact details with Fur Friends as well as signing a statement that allows us to take your animal to the Veterinary should it be deemed necessary, Fur Friends will however contact you in the first instance and inform you if your pet is unwell.

### Will my property be secure and can Fur Friends be trusted?

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### Is there anytime small animal care will not take place?

The only time we would not be able to offer a pet visit is when the weather poses a risk to a Fur Friends staff member (snow storm), you will be notified via a phone call if this is the case.

### Do I need to sign a contract?

Fur Friends will require you to sign a service agreement outlining you allow Fur Friends to come on to your property and attend to your animals, you can rest assured that Fur Friends has public liability Insurance.

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Clean Up

Hire Fur Friends to clean up after your dog we keep your section clean and tidy with no unsightly dog waste, all dog waste is taken away at no extra cost, this allows children and animals to play in a safe and hygienic area and you do not have the worry about dog poo being trampled into carpets.

Price varies upon number of dogs, section size and frequency of service used.

### Pricing: (save by using our service more often)

	2 x weekly	1 x weekly	1 x fortnightly
1 Dog	\$10.00 per clean up	\$15.00 per clean up	\$20.00 per clean up
2 Dogs	\$12.00 per clean up	\$17.00 per clean up	\$22.00 per clean up
3 Dogs	\$14.00 per clean up	\$19.00 per clean up	\$24.00 per clean up

### FAQ

#### Why should I hire Fur Friends to clean up after my dog?

Children love playing outside and by hiring Fur Friends to clean up after your dog we can reduce the risk of infection to children and adults that can occur due to worms and parasites found in dog faeces.

#### Isn't dog poo good for the lawn?

No, due to a dog's diet the enzymes in the poo actually ruin your grass causing it to go brown.

#### How often would Fur Friends clean up my section?

This would depend on how often you would hire Fur Friends to attend to your section

#### Does Fur Friends clean the equipment used?

To prevent cross contamination Fur Friends cleans and disinfects all the equipment used after we finish each section clean up.

#### Do I need to be home when Fur Friends comes to do a clean up?

No, we are more than happy to come and clean up your section when you are not home, we do ask that we come and meet you and your pets prior to the service starting so your pets knows us when we come.

#### Do I need to keep my dog tied up when Fur Friends cleans up my section?

After the initial meet and greet, as long as your dog is friendly there should be no need for your canine companion to be tied up, we will check with you regarding treats and spoil your friend before we commence clean up, and we can even play fetch with your canine companion whilst we are completing the clean up.

#### Will my property be secure and can Fur Friends be trusted?

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#### Is there anytime clean ups will not take place?

The only time we would not be able to offer a pet visit is when the weather poses a risk to a Fur Friends staff member (snow storm), you will be notified via a phone call if this is the case.

#### Do I need to sign a contract?

Fur Friends will require you to sign a service agreement outlining you allow Fur Friends to come on to your property and clean up your section, you can rest assured that Fur Friends has public liability Insurance.

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### Pet Taxi (coming soon)

- Client's must have an account with the Vets or have cash to pay for the appointment.
- Fur Friends can transport your animal safely to their appointments (Vets, groomers)
- Owners must supply leads/cages for the animal to travel safely.
- Your pet will be transported to their appointment, checked in and collected in three hours later and returned home (subject to the Pets appointment)
- Fur Friends do not make the appointments it is up to the owner's to organise the appointment.
- Please note: The taxi service is only for the pet and not the owner.
- Fur Friends staff do not stay with the pet, if you would prefer Fur Friends to stay with your animal there is an additional charge of \$20.00 per 30 minutes.

### Pricing:

\$12.00 per animal (second animal from same household half price) plus \$1.00 per km



**FAQ**

**Can a Fur Friends staff member stay with my animal during the appointment?**

Yes this can be arranged there is an additional charge of \$20.00 per 30 minutes for this service.

**What if a decision needs to be made during the appointment?**

A Fur Friends staff member will phone you on the contact number you have given, no decision will be made by Fur Friends, this is your animal and we are there to provide a service.

**Can Fur Friends recommend a Veterinary Clinic?**

We do not recommend a Veterinary Clinic as this is usually a personal preference with owners, we do however have a list of Veterinary Clinics that are located in Dunedin and the surrounding areas.

**Is there anytime the pet taxi will not take place?**

The only time we would not be able to offer a pet visit is when the weather poses a risk to a Fur Friends staff member (snow storm/frost), you will be notified via a phone call if this is the case.

**Do I need to sign a contract?**

Fur Friends will require you to sign a service agreement outlining you allow Fur Friends to come on to your property and attend to your animals and transport them safely; you can rest assured that Fur Friends has public liability Insurance.

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***We're there because you care !***

**Why use Fur Friends?**

- Fully insured
- Peace of mind for owners
- We come to your house
- Can tailor a package to suit your four legged friend, walk one day and playtime the next.



**Fur Friends Ltd**

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***"Pets are more than just animals in the home they are a part of family life and should be treated like a member of the family."***

7 days a week • One-on-one professional care • Fully insured

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