



Newcastle Pet Resort - We Are Family! 🐾

"We are family. Confident pups, happy family."

Welcome to Newcastle Pet Resort!

We're absolutely thrilled that you're considering our NPR family for your fur baby! After 17+ years of caring for pups across Newcastle and the Hunter Valley, we've learned that every family's story is different - and so are their worries about their beloved pup.

Whether you're interested in our Doggy Daycare or Boarding service, here at Newcastle Pet Resort ALL pups become part of our daily Doggy Play program. This isn't just playtime - it's our "PLAY. STAY. LEARN." methodology that creates confident, balanced pups that families can take anywhere.

What makes us different? We don't just want to take your money. We want to ensure that you, your pup, and your family are living a balanced life, a happy life. We become family based on our conversations about our pups, our genuine interest and love for your fur baby.

Our Unique Assessment Process - Your Pup's First Day

All pups must attend a Facility Entrance Assessment day to ensure safety for them and their new friends. Our experienced Canine Carers assess your pup using our "Traffic Management Signals" system:

- **GREEN** means "Go" - your pup thrives in our environment
- **YELLOW** means "Go Slow" - your pup is suitable but needs guidance in some areas (we work together on this!)
- **RED** means "Stop" - we'll refer you to specialists who can help your pup's social journey

Remember: Not all dogs are social with other dogs, and that's perfectly okay! We want to be honest with you about what's best for your fur baby.

Getting Started - What We Need

Please complete our Enrolment Form and return it along with your pup's current Vaccination Certificate via email / SMS: admin@newcastlepetresort.com.au **Our Contact:** 0413 665 781

Our Family Hours

Office Hours (for mum and dad):

- **Monday - Thursday:** 7am - 6pm
- **Friday:** 7am - 5pm
- Closed weekends & public holidays

Pup Arrivals & Departures:

- **Monday - Thursday:** 7am - 6pm (*we kindly request arrivals before 12pm*)
- **Friday:** 7am - 5pm (*arrivals before 12pm*)
- **Saturday & Sunday:** 8am - 3pm (*arrivals before 12pm*)
- **Public Holidays:** Please see your invoice or <https://www.newcastlepetresort.com.au/npr-news> for opening times

Emergency Bookings: Call 0413 665 781 and leave a voice message - we've got you covered!

Come Visit Our Family Home!

You're more than welcome to tour our facility between 11am - 2pm, seven days a week (except public holidays). No appointment necessary!

Please note: This tour is for mum and dad only - we want you to feel completely comfortable before bringing your fur baby for their assessment day.

Alternatively, you can click on the following link to view our Tour Video
<https://www.newcastlepetresort.com.au>

Our Pricing - What You See Is What You Get

One of our core values: No hidden costs! What you see is what you get.

Prices are per calendar day (not per night):

Doggy Daycare (Play Days)

Number of Pups	Mon - Fri Rate	Weekend Rate
1 pup	\$65 per day	\$76 per day
2 pups	\$100 (\$50 each pup)	\$122 (\$61 each pup)
3 pups	\$120 (\$40 each pup)	\$153 (\$51 each pup)
4 pups	\$160 (\$40 each pup)	\$204 (\$51 each pup)
5 pups	\$200 (\$40 each pup)	\$255 (\$51 each pup)

Boarding (Play Days & Sleep overs)

Number of Pups	Mon - Fri Rate	Weekend Rate
1 pup	\$80 per day	\$91 per day
2 pups	\$120 (\$60 each pup)	\$142 (\$71 each pup)
3 pups	\$150 (\$50 each pup)	\$183 (\$61 each pup)
4 pups	\$200 (\$50 each pup)	\$244 (\$61 each pup)
5 pups	\$250 (\$50 each pup)	\$305 (\$61 each pup)

Our "School Bus" Transport Service

- **Daycare Transport:** \$25 (or \$22 for regular daycare scheduled clients)
- **Boarding Transport:** \$25 each way
- **Hours:** 7am-9:30am (pickup) | 3pm-6pm (drop-off)
- **Available:** Monday to Friday only

Picture this: You're at work and receive an SMS: "Bella has been collected by the Newcastle Pet Resort School Bus for her day of daycare!" Stress-free for the whole family!

24-Hour Bookings

If your pup is staying for ONE night ONLY and you pick up within 24 hours of drop-off, you'll only be charged the one-day boarding rate. We keep it simple!

Our Family Agreement - Being Honest With You

We believe in transparency because #trust is one of our core values.

What We Need From You:

- **Current C5 Vaccination:** Your pup must have up-to-date vaccinations
- **Desexing:** Pups over 12 months must be desexed (if not, an extra charge of \$11 per day will be charged)
- **Health Check:** We need to know your pup hasn't been unwell in the past 30 days
- **Honesty About Behavior:** Please tell us about any behavioural concerns - we're here to help, not judge!
- **Lead Policy:** Your pup must enter and leave on a lead (for everyone's safety)

What You Can Expect From Us:

- **Maximum Supervision:** Our qualified Canine Carers watch every interaction
- **Immediate Care:** If your pup needs medical attention, we'll provide first aid and contact you immediately
- **Gentle Guidance:** We may use balanced behaviour techniques to keep everyone safe and happy
- **Daily Updates:** Pictures that tell a thousand words - you'll see your pup having the time of their life!

Being Honest About Risks:

Our play yard is much like a schoolyard - things can happen. We want you to understand the inherent risks:

- Transfer of communicable illnesses (like Dog Flu)
- Minor injuries (cuts, scrapes, sore pads)
- Behavioural adjustments as pups learn social skills

Our Promise: In 17+ years, we've only had to send two pups home because they didn't cope in our environment. We'll always be honest with you about what's best for your fur baby.

Payment & Cancellations:

- **Payment:** Due on arrival (payment details can be found at the bottom of our Invoices)
- **Cancellations:** 24 hours notice required via email / sms (\$30 cancellation fee if notice is not given)
- **Peak Period Cancellations:** 14 days notice required via email / sms (check our website for dates)
- **Late Pickup:** \$50 every 20 minutes (we have families to go home to too!)

Understanding Dog Flu - We Want You to Know

Your pup's health & safety is our #1 priority (#poochpriority)

Here's what we want you to know about Dog Flu, because being informed helps you help your pup:

What Is Dog Flu?

Dog Flu (infectious tracheobronchitis) is like the common cold for humans - highly contagious and spread through the air. The main symptom is a gagging cough that can last from a few days to several weeks.

Here's What We've Learned in 17+ Years:

- **It's Everywhere:** These viruses can affect any dog, even those who never leave their backyard
- **It's Seasonal:** Like human flu, it tends to come in waves
- **Most Pups Recover Well:** Just like humans with a cold, most pups get through it fine with proper care / rest
- **Prevention Helps:** The C5 vaccination provides good (but not 100%) protection

Our Safety Measures:

- Strict daily cleaning with veterinary-grade disinfectants
- Isolation area for any pup who needs extra care
- Immediate notification if we see any symptoms
- Partnership with trusted local vets

If Your Pup Gets Sick:

We'll contact you immediately and work with your vet to ensure your fur baby gets the best care. Any veterinary expenses are your responsibility, but we'll be with you every step of the way.

Bathing Services - Looking Good, Feeling Great!

Short Coat: \$55.00

Short Coat (Sensitive Skin): \$66.00

Normal Coat: \$66.00

Normal Coat (Sensitive Skin): \$77.00

Labs, Golden Retrievers & Border Collies: \$77.00

Labs, Golden Retrievers & Border Collies (Sensitive Skin): \$88.00

German Shepherds: \$100.00

German Shepherds (Sensitive Skin): \$110.00

All other coat types quoted on sight. Sorry, we're unable to bathe Huskies/Malamutes.

Bonus: Complimentary departure baths for short / normal coated pups staying 5+ nights!

Ready to Join Our Family?

Newcastle Pet Resort

575 Cabbage Tree Road, Williamtown, NSW 2318

📞 0413 665 781

🌐 www.newcastlepetresort.com.au

✉️ admin@newcastlepetresort.com.au

By choosing Newcastle Pet Resort, you're not just booking a service - you're joining a family that will love your pup like our own. We can't wait to meet you both!

"We help dogs fit in everywhere." 🐾

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