Commemorating your pet

A pet lover's support guide

We're here to support you in any way we can.

Because we've been through it too.

We understand how difficult it is to say goodbye to a beloved family member, and the importance of honouring their memory. Our team is made up of animal lovers who share our strong values and ethics to uphold our reputation at all times.

We're here to help you through your grief and provide you with the very best support and personalised service, whenever and wherever you may need us.

Your fellow pet lover 40





Assuring the identity of your pet.

We work with a highly respected crematoria that uses a 7-point tracking system for your pet's private cremation to ensure that your pet's ashes are those of your pet alone. Your pet is assigned a unique ID number at the time of booking and an ID tag is created that contains your pet's details (name, breed and location) as well as a uniquely trackable QR code. This will provide regular updates to our team. Once your pet is in the care of the crematorium, they confirm their identification and booking details against the Pet Tracker and make sure that your pet is ready to proceed to the keepsake or cremation team.

Your pet's identification and booking will be reviewed prior to cremation and any specific last wishes (such as taking fur clippings or paw prints) will be attended to. These keepsakes are checked so that they meet our high-quality standards at this stage. Your pet's identification is placed on their private cremation chamber and their details are confirmed before and after the cremation process.

Your pet's identification and booking details are checked and followed to place their ashes into your chosen urn or memorial items as requested. A final quality inspection is conducted to confirm your pet's booking details and any special requests have been completed perfectly.

When returning your pet's ashes, one final check is carried out, matching your pet's identification details to ensure they correspond with our clinic details to reunite them with you.



A Dignified Final Journey

We recognise that losing a pet is an emotionally difficult time and we want you to know that we are here to support you every step of the way.

We have made it our highest priority to always treat your precious pet with the utmost dignity and honour they deserve. Our dedicated team members are carefully selected from the local community based not only on their professional expertise but also their genuine love and passion for animals. They understand the bond between a pet and their owner, and they are committed to providing the highest level of care possible during this tender moment.

We are honoured to be entrusted with the care of your cherished companion and to help you through the journey of saying goodbye with love, compassion and understanding.



Your Complimentary Scented Candle

We provide a high-quality scented memorial candle to honour the life of your beloved friend. A small thank you for entrusting your pet into our care.

Complimentary candle not included in Tribute Package.



Premium Private Cremation Options

Premium services are subject to availability and location Monday to Friday and allow you to be reunited with your beloved pet sooner. Additional charges apply.

Non-standard vessels may be available or provided later, as our priority is returning your pet to you as soon as possible. Please note that return times may be longer for pets outside the metro area.

Platinum Service

The Platinum service takes care of everything with a dedicated priority private cremation that allows your pet's ashes to be returned to your home within one business day.

Gold Service

The Gold service offers a priority private cremation that allows your pet's ashes to be collected or returned home within three business days.

Our Beautiful Cremation Certificates

For your peace of mind, we provide a cremation certificate for all private cremations confirming your pet's unique identification details.



Final Goodbye Viewing Service

Being able to say a touching final goodbye to your pet can be a hugely important part of the grieving process. Please speak to our friendly clinic member about providing your family, including other pets, a private and understanding space at the crematorium to farewell your pet. To help honour their memory, you are encouraged to bring in any family photos, letters or treasured items that played a part in your pet's life.

At the end of the viewing, a friendly and caring team will then collect your pet from the Comfort Room in preparation for the next stage of their journey. Arrangements will be made to return your pet's ashes to you at a later date. Please consider a Platinum or Gold Service for the fastest turnaround to be reunited. Additional charges apply and service is subject to availability and location.

Short Viewing (30 minutes)

Long Viewing (60 minutes)

Cremation Viewing (45 minutes)

The Final Goodbye Premium Candle

For those who choose to hold a final goodbye viewing service, we will provide a beautiful premium scented candle designed for you to take home and light in remembrance of your pet.



Complimentary Vessels

We offer a choice of four standard vessels to hold your pet's ashes, which is included in the price of your pet's private cremation. The niche box can be sealed if you would like to bury your pet's ashes in your garden. Colours may vary.



A plaque to mark their peaceful place of rest.

Garden Plaque Classic Small G1

This small sandstone garden plaque creates a lasting memento to your beloved pet offering a loving reminder of the life you shared. Please refer to page 41 for engraving options (up to three lines of engraving available). 15 x 15 x 2cm.





Scattering Tubes and Boxes

These attractive and eco-friendly scattering containers are designed to simplify the process of scattering your pet's ashes. Scattering tubes do not contain any metal or plastic components and are biodegradable.

Eco Tube (TE) Dog Scattering Tube (TD) Cat Scattering Tube (TC) Paw Print (TP) Scatter Box (S5)

Cremation and Vessel Packages

To make decisions easier, we have created memorial packages to simplify the process of honouring your pet.

Arrangements are kept simple and affordable by having just your pet's name on the nameplate–further engraving is not available with packages.



Bruce

Eco Package

Eco Scatter Tube Sandstone Garden Plaque Engraved name only Complimentary Candle





Scattering Package A

Paw Print Scattering Tube Ink Paw Print Fur Clipping Complimentary Candle

Ceramic Package B

White Ceramic Urn Engraved name only Ink Paw Print Fur Clipping Complimentary Candle





Extra Small (under 1kg) Small (1 - 9kg) Medium (10 - 24kg) Large (25 - 39kg) Extra Large (40 - 59kg) Giant (Over 60kg)

*Photo printing is not available with packages

Portrait photo to be self-placed*

Wood Package C

Oak Finish Portrait Photo Box Engraved name only Ink Paw Print Fur Clipping Complimentary Candle

Fur Cupping Kur (- Julie)

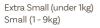
Metal Package D

Paw Prints Slate Metal Urn Disc with engraved name only Clay Paw Print Fur Clipping Complimentary Candle Portrait photo to be self-placed*

Memorial Package E

Portrait photo to be self-placed*

Oak Finish Portrait Photo Box Engraved name only Crystal Keepsake Clay Paw Print Fur Clipping Complimentary Candle



Medium (10 - 24kg) Large (25 - 39kg) Extra Large (40 – 59kg) Giant (Over 60kg)







Keepsakes

Upon booking your pet's cremation, please let us know if you would like any beautiful keepsakes of your pet.

Clay Paw Print CPP

Your pet's paw in clay, presented in a photo case for you to treasure forever.

Size to suit most pet's paws. Optional photo printing is available for an additional cost.





Fur Clipping LOF

Our caring team will lovingly take a lock of fur and place it inside this beautiful envelope keepsake (enclosed inside a viewing window).

Ink and Digital Paw Prints

A timeless keepsake to be a reminder that your beloved pet is always with you. Available upon request, please speak to our friendly team for further information.



Tribute Package (No Ashes Returned)

The Tribute Package is designed for pet owners who do not wish to have their ashes returned to them and is an alternative memorial option which sees our team respectfully return your pet's ashes to the earth on your behalf.



Extra Small (under 1kg) Small (1 - 9kg) Medium (10 - 24kg) Large (25 - 39kg) Extra Large (40 - 59kg) Giant (Over 60kg)

Framed Paw Casting

A heartfelt tribute to your beloved pet, this timeless piece is available in a black frame with trim to match the chosen colour of your pet's paw casting.

Framed Double Paw Casting with Gold or Silver Finish (CAST-P2) Includes photograph



Please allow 6 - 8 weeks for these bespoke memorial pieces to be created. Engraving includes your pet's first name and a second line to accommodate up to 15 characters. Photograph of at least 500kb required.

Paw Casting

A sculptured casting in a gold or silver finish is bound to become a treasured, endless memory to bring you and your family comfort long after your special friend has passed.

Single Paw (CAST-1) Double Paw (CAST-2)

Single Paw Mounted (CAST-M-1)

Double Paw Mounted (CAST-M-2)



Black

Mahogany

Your pet's paw will be prepared to ensure a quality cast can be taken. Colour finish & length of paw may vary slightly between products. Please allow up to 6 - 8 weeks for creation of this bespoke memorial piece.

Framed Ink Paw Prints

A timeless keepsake that captures the unique details of your pet's paw, optionally available alongside a comforting 'Forever In Your Heart' poem.



Wooden Vessels

Our collection of wooden vessels provide a treasured reminder of your pet, allowing you to retain their memory for years to come. See page 41 for engraving options. Your pet's ashes are secured in a velvet drawstring bag inside your selected wooden box.

*Our caring team will select the appropriate size vessel to suit your pet.

Wooden Photo Boxes

Available in cherry, oak or mahogany finishes to suit your favourite photo.

Optional photo printing is available for an additional cost.



Oak Landscape Photo Box (W9) Cherry Landscape Photo Box (W2)

Oak Portrait Photo Box (W5)

Cherry Portrait Photo Box (W3)

Mahogany Photo Box (MP)



Wooden Boxes

These classic wooden boxes feature an oak or cherry finish and provide a simple yet heartfelt reminder of your beloved pet.



Add Your Pet's Paw Print

Add a personal touch to your plaque with your pet's engraved paw print for an additional cost. This customised option is available for all vessels, space permitting.

Paw print is resized to plaque size. Additional cost applies if an ink paw print has not been requested. Extra standalone plaques are available for purchase.



Ornate Wooden Box w10

This beautifully grained wood box made from genuine walnut features an ornate floral border embossed into the lid.



Memorial Mahogany Wooden Box W11

Our beautiful memorial keepsake box provides a timeless way to honour the memory of your pet. The gold nameplate includes your pet's name and engraved paw print.

Store your precious mementos such as your pet's collar, a favourite toy or some of your favourite photographic tributes inside. Your pet's ashes are secured inside a drawstring bag. 30 x 19 x 24cm.



Wooden Sleeping Cat wc

Our elegantly crafted hardwood figurine, delicately designed with a discreet compartment to contain your pet's ashes, serves as a serene resting place for your cherished feline companion. 17 x 18 x 10cm.





Wooden Plant Urns WP1

Our modern wooden urns are crafted to complement modern decor while commemorating your pet's cherished memory. Designed in two parts, the upper portion of the urn features a space perfect for holding a potted succulent or candle, while the lower section securely holds your beloved pet's ashes.

See page 41 for engraving options.

Memorial Urns

Securely containing your pet's ashes, our range of unique urns offer a personalised memento of the life you and your pet shared together.

*Our caring team will select the appropriate size vessel to suit your pet.

Buddy 4.2003-12.2021 In Our Hearts

Ceramic Urns

These ceramic urns are available in four different colours and accommodate up to 45 characters of engraving including your pet's name. These lids are carefully sealed shut to keep your pet's ashes safe and sound.



Shapes may vary dependent on size.

Cat Urns

Allow the memory of your beloved cat to sit proudly in your home for years to come with our stylish collection of metal cat urns. Available in two poses, forward facing (22cmH) and sitting (20cmH). Refer to page 25 for engraving allowances.

Available with engraved disc or stand.



Marley



Forward Facing Cat White (CF-W)



Forward Facing Cat Black (CF-B)



Pearl Sitting Cat Cream (CS-CR)



Pearl Sitting Cat Charcoal (CS-CH)

Scout Wave Rider My Bestie

Add Your Pet's Paw Print

Add a personal touch to your disc or stand with your pet's engraved paw print for an additional cost. This customised option is available for all vessels, space permitting.

Paw print is resized to disc/stand size. Additional cost applies if an ink paw print has not been requested. Extra standalone discs/stands are available for purchase.

Paw Print Metal Urns

These attractive urns are adorned with brushed pewter, brass or rose paw prints, commemorating the journey you and your beloved pet made together over the years.

Digby

4.2003-12.2021 We Love You

Available with engraved disc, engraved stand or laser engraving. Laser engraving is available for M3 and M4 only.



Paw Print Slate (M4) Paw Print Pewter (M3) White with Rose Paws (M11)

*Please allow an additional 2 weeks for laser engraving.

Enamel Metal

Available in three pearlescent colours, these enamel metal urns highlight the sense of love and friendship that your pet brought into your life.

Available with engraved disc or stand. Not available with laser engraving.



Urn Engraving Options

Engraved Disc	Allows up to 35 characters.
Engraved Stand	Allows your pet's name and two additional lines.
Laser Engraved [*] M3 and M4 only	Allows your pet's name and two additional lines (up to a maximum of 12 characters per line).

Memorial Vase Urn

The Memorial Vase Urn serves as a beautiful tribute to honour the bond you shared with your pet. Displaying flowers in the urn provides a meaningful way to express your grief and reminisce about your pet's life. Made of durable aluminium, ashes are secured within the base. Now also available in matte black. Flowers not included.



Our caring team will select the appropriate size to suit your pet. Small Vase: 21x14cm Large Vase: 31x20cm

Garden Urns & Plaques

Create a memorial in your garden with one of the following handcrafted items:

Garden Memorial Urn

These stylish garden memorials allow you to create a lasting tribute to your pet in their favourite outdoor spot, where you can sit and treasure their memory in the outdoors. Ashes are sealed securely inside. Please refer to page 41 for engraving options. 25cm height.

Please allow 4 - 6 weeks for the creation of this bespoke item.



Maggie 2007-2019

Smooth Sandstone (P16)

Rock Face Sandstone (P1)

Tumbled River Stone P12

Formed over millions of years, this beautiful tumbled river stone has been hand selected to provide a unique and meaningful way to celebrate the life of your pet. Approx. 15cm in diameter. Refer to page 41 for engraving options.

Please allow 4 - 6 weeks for the creation of this bespoke item. Does not contain ashes.

Pocket Pets

Our selection of smaller memorial vessels and pet-themed urns display a personal connection with a beloved pocket pet. Perfectly sized and beautifully finished, they are ideal for your small cherished friend.

Tear Drops

Tears can be beautiful as embodied by these tear drop sculptures. Finished in satin black and hammered mirror, or gloss mottled grey with brushed metal, these sculptures are designed to hold a small amount of your pet's ashes.

Tear Drop Midnight Hammered (TDH) 7.6cm Height

> Tear Drop Midnight Brushed (TDB) 7.6cm Height

Soul Birds

A small amount of ashes are contained within these polished silver soul bird sculptures. Available in two elegant poses, soul birds are ideal for that special place in your home.



Icons Slate Urn MPP1

These attractive urns are adorned with a custom engraved pocket pet illustration, commemorating the journey you and your beloved pet made together over the years.

Please allow up to two weeks for creation of this bespoke item. 11.5cm height.



Optional Wooden Stand to suit Icons Slate Urns (WB) is available for an additional cost. Refer to engraving on page 41.



Choose Your Pocket Pet Engraving





Rat



Pig







Lizard

Ceramic Rabbit Urn RBT1

A simple and modern ornamental urn to honour all breeds.



10cm Height.

Pocket Pets Package P

Icons Slate Urn with Stand Engraved name only Ink Paw Print Crystal Keepsake Scented Candle



Remembrance & Memorabilia

Our remembrance and memorabilia range provides you additional opportunities to honour the memory of your pet, with a large selection of options designed to complement your home or office.

Lasting Impression Frame

Create a unique memory of your pet with a choice of clay impressions, ink paw print or a stone engraved impression. The frame contains a portion of your pet's ashes creating a truly unique memento of your pet. Also includes your pet's name engraved on the frame. $45 \times 35 \times 6$ cm.

Includes portrait photograph.



Frame Urn with Double Clay Paw Print (LIF1)



Frame Urn Forever in Stone (LIF3)



Frame Urn with Single Clay Paw Print (LIF4)



Frame Urn with Ink Paw Print (LIF5)

Please provide at least 500kb quality image for portrait photograph. The stone engraved impression is a special-order product, please allow 4-6 weeks for its creation.

Windchimes

These Windchimes are a unique and personalised memorial, handmade in Australia using sustainably sourced timber and recycled aluminium. Its delicate harmonies serve as a meaningful tribute to the memory of your pet. 75cm length.



Choice of 3 Messages

- 1. Listen to the wind and know I am near
- 2. No longer by our side but forever in our hearts
- 3. Until we meet again on the rainbow bridge

Available in five colour choices and three engraving options, including your pet's first name. Each wind chime carefully holds a cherished portion of your pet's ashes.

Windchime Blush (WCBH)

Windchime Blue (WCBL)



Windchime Champagne (WCCH)

Windchime Gunmetal (WCGM)

Allow 4-6 weeks for creation of this handmade, bespoke item.

Eternity Ribbon Sphere (ES2)

Eternity Sphere (ES1)

Optional Light Base LB Add luminosity and vibrance to your eternity sphere for an additional cost. USB powered for convenience.

Eternity Sphere ES1

These glass mementos, ashes within a sphere are a perfect alternative to a conventional urn. A portion of your pet's ashes are swirled into this hand-crafted, blown glass sphere.







lade





Hyacinth

Ruby

Eternity Sphere Small 6-8cm Diameter

Eternity Sphere Large 10-12cm Diameter

Eternity Ribbon Sphere ES2

The Eternity Sphere also comes in a variation featuring a swirl of colour through the premium glass.



Ruby





Hyacinth

Apricot



Ebony



Eternity Ribbon Sphere Small 6-8cm Diameter

Eternity Ribbon Sphere Large 10-12cm Diameter

*Small Eternity Spheres are crafted as a solid glass piece. Other options are blown glass styles. Please allow 4 - 6 weeks for this bespoke memorial piece to be created.





Reminders of the rainbow bridge



If you wish to enclose a fur clipping in this keepsake we will prepare a fur clipping envelope for an additional cost, if not already purchased. Fur or ashes are visible.

Crystal Keepsake MC1

A small amount of your pet's ashes or fur can be placed inside this beautiful crystal, which creates rainbows when it catches the sunlight–a reminder from the Rainbow Bridge of the love for your pet. A small hole at the top allows you to feed a nylon thread through. This piece measures 8 x 4cm.

Memorial Bear B4

This huggable teddy bear provides extra comfort when you need it most, and contains a small amount of your pet's ashes. 26cmH when sitting.



Please allow 2-3 weeks for this bear to be created if you select a custom bandana.

Soothe & Calm Day Spray scDs

Soothe & Calm Day spray is designed for pets experiencing separation anxiety or missing their friend. Developed by an Australian veterinary professional and having undergone necessary testing, the product contains pure natural ingredients such as Tasmanian lavender oil, Ylang Ylang and Australian sandalwood.

Not recommended for cats. Pebbles not included.

Kids Memorial Pack KCP

This memorial pack is designed to bring solace to grieving families with children. The pack includes the rainbow bridge poem, a small angel bear, activity book, non-toxic crayons, and a packet of everlasting seeds to plant in a pot or the sunny place of remembrance in the garden to provide a lasting memory of your pet.

Suitable for 5+ years of age.



Jewellery

Our range of pendants and memorial jewellery pieces ensure your pet is always held close to your heart, reminding you of all those special moments you shared together.

All items can contain a keepsake amount of ashes. Does not include chain.



Stainless Steel Diamante Cylinder*





Stainless Steel Paws to Heaven

JS4



Stainless Steel Paw Cylinder*



Stainless Steel Infinity





Stainless Steel Black Eternity Circle

*If you wish to enclose a fur clipping into a cylinder pendant we will prepare a fur clipping envelope for an additional cost, if not already purchased.

3D Jewellery Pendants*

With the help of modern technology, we can create a one-of-a-kind 3D printed pendant featuring your pet's paw or portrait. Simply provide a digital photo for the portrait pendant. Our expert team will photograph your pet's paw.



Small Paw Pendant Sterling Silver (3DSP-S)

Large Paw Pendant Sterling Silver (3DSP-L)

Portrait Pendant Sterling Silver (3DPPS)

Small Paw Pendant 9-Carat White Gold (3DWG-S)

Large Paw Pendant 9-Carat White Gold (3DWG-L)

Portrait Pendant 9-Carat White Gold (3DPPWG) Small Paw Pendant 9-Carat Gold (3DGP-S)

Large Paw Pendant 9-Carat Gold (3DGP-L)

Portrait Pendant 9-Carat Gold (3DPPG)

Small Paw Pendant: 15 x 12 x 7mm

Large Paw Pendant: 30 x 20 x 7mm

Portrait Pendant: 22 x 29 x 12mm

Contains a keepsake amount of ashes. Please allow 4 - 6 weeks for this bespoke piece to be created.

Crystal Pendants^{*}

Crystals are said to possess healing properties to bring balance to an individual's life and mind. Our beautiful selection of crystal pendants contain a small amount of ashes or fur and come with a box chain. Pendant is 6 x 1cm.

If you wish to enclose a fur clipping in this crystal we will prepare a fur clipping envelope for an additional cost, if not already purchased.





Amethyst Protective, healing, and purifying (JC1)



Lapis Releases stress, allowing for peace and serenity (JC2)



Rose Quartz Comfort and calm during times of grief (JC4)



Howlite Calms and soothes, reduces anxiety and tension (JC5)

Gemstone Jewellery*

These natural stones not only complement a wide range of fashion styles but also serve as a heartfelt tribute to your cherished pet. Each pendant comes with a beautiful 50cm chain, allowing you to wear your pet's memory close to your heart. Pendant is 12 x 7mm.



* Contains a keepsake amount of ashes.

Silver Pet Prints

Capture your pet's precious paw print in sterling silver and remember the impression they made on your heart. All pendants/charms also include your pet's name engraved on the back, together with a single link.

Includes an ink paw print card.

Charms SPP2



CIRCI F



HFART

Sizing Guide

POPPY

Charm (1.5cm) Medium (2cm) Large (2.5cm) X-Large (3.5cm)

*Size indication is approximate only.

Pendants SPP1



CIRCLE

HEART



OBLONG

DOG TAG (M & L ONLY)

MED, LRG AND XL

Accessories



Keyring Attachment (OA3)



Pandora-Style Carrier (OA1)



40

Engraving Options

Rectangular Plaques

Suitable for timber boxes.



Circular Discs

Suitable for urns (35 characters).



Plaques and discs will be sized to fit each vessel appropriately.

Plaque Engraving Options

Where possible, each vessel will include engraving of your pet's name and two additional lines to capture what they truly mean to you.

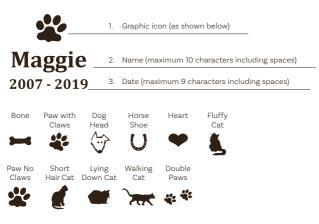
1st Line Name 2nd Line First line of message 3rd Line Second line of message

Custom engraving is available at an additional cost. Space permitting. Note: Engraving on package items feature pet's name only.

Photo Printing

Optional photo printing is available for an additional cost. Photo printing is not available for packages. Photograph of at least 500kb required.

Garden Urn Engraving Options



Pet Details

Pet's Name						
Surname						
Breed						
Sex	Size	kg	Day of Rest	/	/	

Engraving Packages include engraved name only

Engraved plaques and stands include the engraving of your pet's name with 2 additional lines.

Ceramic urn discs fit up to 45 characters.

Metal urn discs fit up to 35 characters.

All engraving is formatted in 'Title Case' unless otherwise requested.

Please print carefully in black pen.

Special Instructions

Please let our caring team know upon booking your pet's cremation, if you have any special instructions such as:

• Please return my pet's collar.

Private Cremation

Private Cremation Fee	\$	
Memorial Item Codes	code	\$
	code	\$
Final Goodbye Viewing or Premium Service	\$	
Custom Engraving or Photo	\$	
Total	\$	

For payment options please speak to your caring clinic team member.

Grief Resources and Support

Dealing with the loss of your beloved pet isn't something you have to go through alone. There is always support available if you need it. There is no right or wrong way to grieve, everyone grieves in their own way.

Support Services Available

24/7 Pet Loss Support Line - 1300 431 450

Lifeline - 13 11 14

Griefline - 1300 845 745

Beyond Blue - 1300 224 636

Item prices subject to change. Item designs subject to availability. This brochure has been produced with love using entirely 100% recycled paper.

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