

Passing Paws

SUPPORT BEYOND THE SERVICE

Frequently Asked Questions



1. Who are Passing Paws?

Passing Paws Pet Cremations is a family-owned business, set up to support Western Australia with a professional, caring and compassionate service at an affordable price.

Nestled away in the beautiful, historic Neerabup in the City of Wanneroo. Passing Paws is surrounded by lush, untouched natural bushland that embraces the local heritage.

Over the years, the team have experienced loss and heartache and realised that the community of WA needed a compassionate and professional pet cremation service to help in this heart-breaking time and so the journey of Passing Paws began.

2. Can I organise a funeral service for my pet?

Yes. At Passing Paws we know that funerals are an accepted part of the grieving process for humans, and we believe that the same principles apply to the loss of a beloved pet.

Losing a member of the family is heartbreaking and, in some cases, traumatic. We need to allow our grief to surface so that we can be supported and begin the process of healing and acceptance.

We understand that not all pets are the same, so not all funerals should be either, Passing Paws offer a Premium all inclusive funeral service, a standard funeral service or one that can be tailored around your family and your pet's needs.



3. What is the difference between the cremation services?

The Premium Cremation

An all-inclusive package designed for families wanting to be part of their pet's final journey. The Garden of Rest and The Comfort room are opened up to the family to say their final farewells prior to the Private cremation taking place.

The service includes collection of your pet from your home or vet clinic in one of our luxury vehicles, preparation of your pet for viewing, exclusive access to our facility for your family for the duration, a complimentary hair clipping, a clay paw impression, remembrance candle, comfort poem and a wooden or metal urn of your choice. Additionally, your pet's ashes will be delivered home personally once the cremation has taken place that day or at a time and day that your family find comforting.

The Same Day Service

This service is where your pet will be collected, privately cremated and ready to come home the same day or at a time and day that your family find comforting. It has been identified that the same day service helps families come to terms with their loss as it avoids delaying the grieving process. Furthermore, your pet will be with one of our Pet Care Specialist throughout the whole journey and will take priority when they arrive into our crematorium.

The Standard Service

Our Standard cremation is the most cost-effective Private Cremation. This is where your Pet is collected from your Vet Clinic and their cremation takes place within 3-5 days of arriving at our facility. Once you have organised any memorabilia that you would like for your pet, you can then collect their ashes from Passing Paws, or can arrange for the home delivery service.

4. How do I know if I will be getting my pet's ashes back?

Our state of the art DEFRA approved Crematory, has individual chambers separated by refractory grade brick laid divide. We assure that if a private cremation is chosen that 100% of your pet's ashes will be returned to you in whichever vessel you have chosen. Only your pet is placed within the crematory chamber during the cremation and with our PawsTrack™ barcode system your loved one is tracked at every step from the minute they arrive in our care until they are safely in your arms again at home.

We do have an option for our Same Day Service customers for an additional cost to view the cremation process from the comfort of our viewing room on a live feed iPad so you can witness your companion entering the crematory and then collect the ashes directly from us on site.

5. How do I get my veterinarian to use Passing Paws?

We are able to work with your chosen vet to arrange cremation of your loved one. If choosing our services be sure to inform your vet of your choice and then fill out the contact us form on this site and somebody will contact you and your vet to arrange everything for you.

Alternatively you can contact our office on 08 9306 2736 and we will arrange everything for you.

6. Can you collect 24/7?

Yes we have the ability to collect your pet 24 hours a day, 7 days a week, however additional costs are associated with this out of our normal office business hours. Please contact the office to discuss further.

7. Do I have to pay all at once?

Passing Paws runs a pre-pay system, which allows you to prepare for the day your companion passes. This is done over a period that is comfortable to you with as small a payment as you can afford. We understand planning for the passing of your loved one isn't always possible, and we are happy to also offer Zip Pay, Zip Money and Vet Pay in these circumstances.



9. Can I view your facility before my pet is cremated?

Absolutely. We have an open door policy and would love to show you around our facility. Please contact the office to discuss.

9. What additional costs may there be?

The only additional costs that may be applied are when you request a home collection of your pet or if the request is for us to collect your pet or perform services after normal business hours. Home collections range from \$100-\$150 and include return of your pet's ashes to your home. After hours fees range from \$75-\$150.

10. My pet is not well, can you help?

Although we are not vets ourselves, we have many years experience with animals and pets. We have affiliations with fabulous and compassionate vets all around Perth and can help point you in the right direction.

11. I am feeling heartache after the loss of my companion, can you help?

Do not worry, we understand how you feel. Take advantage of our empathy sessions held monthly or contact the office for further support.

12. I am worried how my children will cope after the loss of our pet?

A good idea will be to bring the children to the empathy sessions at our office, where we can personalise each session to help you heal.

13. What happens if I am not happy with my product?

There maybe times when our manufacturers may have made a mistake on our Urns or merchandise. If this is the case, we have a returns policy to suit all. Please contact the office to discuss this in more details and our friendly and professional staff will be more than happy to help.

*They say that memories are golden,
Maybe that is true.*

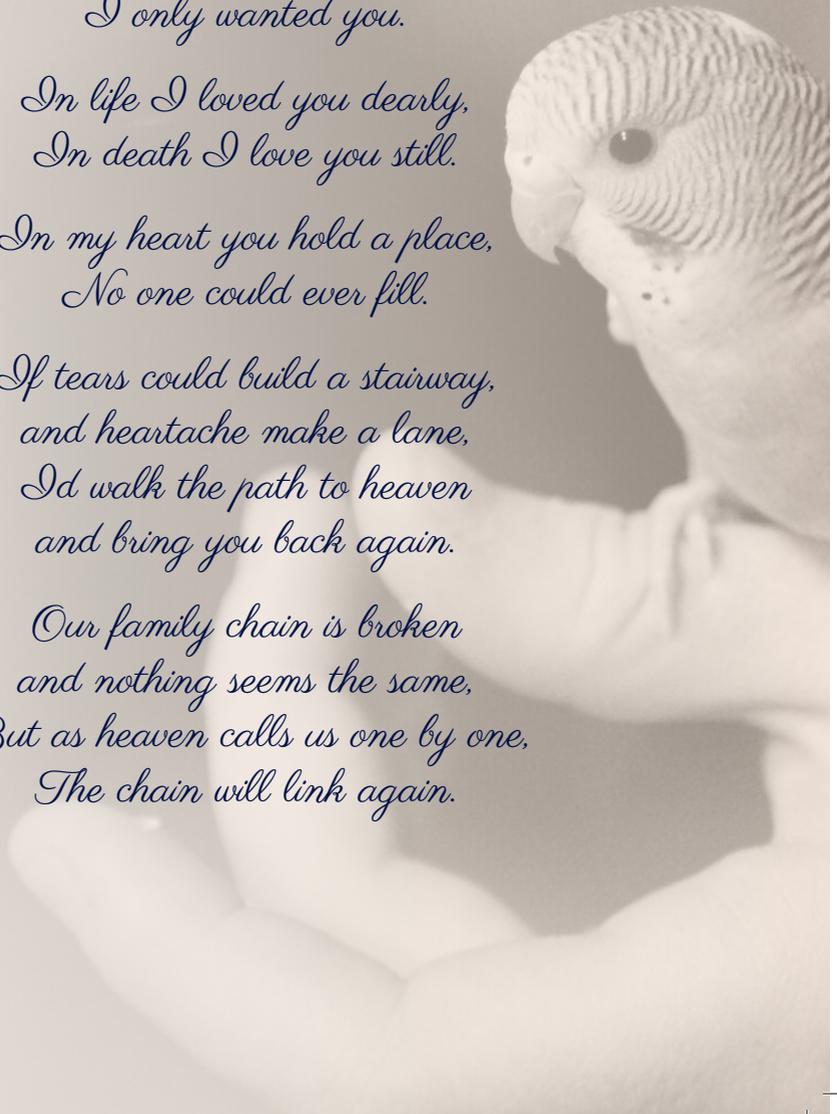
*I never wanted memories,
I only wanted you.*

*In life I loved you dearly,
In death I love you still.*

*In my heart you hold a place,
No one could ever fill.*

*If tears could build a stairway,
and heartache make a lane,
I'd walk the path to heaven
and bring you back again.*

*Our family chain is broken
and nothing seems the same,
But as heaven calls us one by one,
The chain will link again.*





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