

## Grooming

"As your puppy will need regular grooming as they grow due to their breed, it's a good idea to socialise them to grooming early on.

Lets pop over to the salon to meet the groomers, and get your puppy booked for their puppy groom to get started!"

## Pets Club

"You're all signed up for Pets Club! We've used XXX voucher, but don't forget to come back and use your XXX voucher too. Also, the new Pets Club magazine is out next week, full of advice and savings!"

Just pop back in, and we'll scan your card to get you your free copy!"

## Fulfillment

"I noticed you've got lots of pink accessories for your puppy, very cute! I overheard you were thinking of getting a crate?"

We actually have them in pink on our website! I can order one in for you with free collection here if you'd like!"

## Great-byes Tills & Services

## My PetPals

"I saw you and your child looking at all the different amazing pets that we have here!"

If you want to know more about our pets, you can book your child onto one of our free My PetPals workshops which run in the school holidays."

## Vets

" Your new puppy sounds adorable! If you're not already registered with a vet, you could sign up with ours, where you have the great benefit of being able to bring your puppy in to meet our vet team before any appointments.

This is great for their socialisation and ensures a positive experience for your puppy with vets."

## Easy Repeat

"Did you know you can save at least 5% on every bag of food you buy if you get it on an Easy Repeat order?

I can help you get set up, and you can get it delivered to us here to pick up as you normally would on a schedule that suits you - so you never run out!"

## £5 fish Voucher

"Looks like you've got everything ready for your new tank! It just needs to run for 24 hours before adding any fish."

When you're ready, pop back in and we can help you choose your first fish - remember to use your £5 off fish voucher on your Pets Club app!"

## Live Plants

"Great choice with the plants!"

Once they've settled in the tank, it might be worth popping back in to add a few more.

We can also then help with plant food or fertiliser to keep them thriving!"

## Fish Points

"You've got plenty of fish points left!"

Once these fish have settled and you're ready, pop back in with a water test and we'd be

happy to help you pick out your next exciting aquatic addition!"

## New Tank

"Your new tank will be looking great! In about a week or so, you'll need to start cleaning it."

When you're ready, come back for a siphon and we'll happily show you how to use it to keep up on top of your water changes!"

## New Filter Media

"Now that you've got your new filter, don't forget to replace the cartridges every few months."

You could also add a Love Fish bio ball, which will help keep your water clear and help with filter maintenance.

Let us know if you'd like one next time you're here!"

## Water Tests

"Your water test results look great! We're more than happy to test it again anytime and offer advice to help keep it that way."

Just pop back and we'll advise on how you can ensure your water stays in top condition for your fish!"

# Great-byes Aquatics

# Great-byes Dog & Puppy

## Accessories

“As your puppy grows, it’s important to check that their collar fits comfortably and isn’t too tight.

We’d recommend popping back in and we can check the fit. Plus, we also have collars that match the bed you’re buying, so you can keep them comfy and stylish!”

## Parasites

“It’s really important to keep up with flea & worm treatments, especially as your puppy grows. Before starting a health plan, we need to make sure we have the right weight for your puppy.

If you come back during the week, we can get them weighed and set up the right treatment plan for them.”

## Toys

“As your puppy gets older, their play style may change, and it’s great to have toys that match that. We’re always getting in new toy ranges, so feel free to pop back in for a chat so we can help find something that’s perfect for your puppy’s next stage of play!”

## Seasonal

“As you’re working on training walks, especially with the weather changing, it’s a great time to think about a coat to keep your dog warm and dry. Why not pop back next week with your dog and we can help you find one that’s the perfect fit!”

## Nutrition

“Every dog has its own activity level - so we need to make sure we have the right amounts of food for your dog.

If you weigh your pet now, then come back in about 2 weeks, I can help you track their progress and make sure they’re getting the right amount to maintain a healthy BCS.”

## Pet Birthday

“With your pet’s birthday coming up, don’t forget to come back and use your Pet’s Club birthday voucher! We’ve also got a fantastic range of birthday products in, from cakes, hats and bandanas for you to celebrate your pets special day!”

# Great-byes Cat & Kitten

## Nutrition

“Our own brand products come with a money-back guarantee, so you can feel confident in giving it a try.

If your cat likes it, this product also comes on promotion regularly, so feel free to pop back for a great deal!”

## Seasonal

“This plug-in calming product you’re picking up today will last for 30 days, and we have the refills available here for you every time you need them.

To make sure it’s effective as we approach firework season, it’s a good idea to pop back for a refill before then.”

## Parasites

“Since your cat’s an outdoor hunter, regular worming every month is key to keeping them healthy.

Feel free to come back anytime, and we can help you pick up the right wormer for their needs.”

## Treats

“Did you know, we also have a new range of own brand cat treats that are designed to complement the food you’re already using. They have the same high quality ingredients, so a great match.

Feel free to pop back in to check them out when they arrive!”

## Kitten Vouchers

“Don’t forget as a Pet’s Club member, you’ve got a 50% off voucher for cat litter!

Since it’s one of our own brand products, it also comes with a money-back guarantee, so you can try it out and see if it works for your kitten. If you like it, just come back and use your voucher to stock up!”

## Toys

“As your cat grows, their play style can change too! They might love stalking or pouncing, but that could evolve over time.

We have toys to match all sorts of play styles, and we’re always updating our range. Feel free to pop back and have a chat with me about keeping your cats playtime exciting! ”

## Reptile Food

"It can be beneficial to vary your reptiles diet and try different bugs!"

We can set up a special order for you, it will be here on (which ever day) for you to come and collect while they're fresh."

## Reptile Lighting

"It's important to remember that UV bulbs have a lifespan of usually around 6-12 months.

You can put a reminder in your phone and come back to see us for a replacement to help keep your reptiles happy and healthy."

## Great-byes Other Pet

### Wildlife Workshop

" It sounds like they had a great time at the My Pet Pals workshop!

If you want to pop back in the week when you have more time, we'd love to help you both pick out some bird feeders and food - perfect for encouraging wildlife visits at home!"

## Wildlife

" I can see you're a dedicated bird feeder! Since you mentioned the mess, a bird feeding table might be perfect for keeping things neat while still attracting the birds you love.

I can order one for you, and you can pop back to collect when it's ready!"

## Small Animal Seasonal

"As the weather starts to turn, it might be an idea to think about bringing your rabbits indoors, or get a hutch cover to help keep them cosy.

If you come back in with your hutches measurements we can help you find one which will fit."

## Rabbit Vaccine

"Vaccinating rabbits is really important, it's better to do this after they have settled in with you.

I can introduce you to our vets now and book the appointment, where you can use this voucher at a later date for their vaccinations and health check."