Quick Start

Everything you need to get going, in plain English.

COMPLETE GUIDE

One plan — **everything included** 🖥️ = computer 📱 = phone

1 GET SET UP

Create your account at **pawtalhq.co.uk** — free trial, no card.

Open ⚙️ **Business settings** and add your **details, logo & bank info**, your **default deposit**, and tick the **services you offer** (Boarding, Sitting, Walking, Grooming, Pet Taxi, Equine) — set a price for each, and a **gap between bookings** (clear minutes either side) for any that need one. For boarding, pick whether you charge **by the day** (arrival and departure days both count) or **by the night** first. You can also add your own **custom services**. Under **Booking times**, keep clock times or switch to **Morning / Lunch / Afternoon** slots. Paste your **terms and conditions** — customers agree once and it's recorded. Save, and you're ready.

2 THE MENU (DOWN THE LEFT)

- 📅 **Calendar** — your stays & appointments
- 👤 **Customers** — the pet owners
- 🐾 **Pets** — their dogs, cats, horses…
- 📖 **Bookings** — every booking; filter & search
- ✅ **Availability** — which dates are free
- 🧾 **Invoices** — branded PDF invoices
- 💾 **Backup / Restore** — save & roll back your data

CALENDAR COLOURS

● Unpaid ● Deposit paid ● Paid in full

Boarding stays are coloured bars; appointments are chips with a little U / D / B circle.

3 A BOOKING, START TO FINISH

1. **Add the customer.** **Customers → + Add**
2. **Add their pet(s).** **Pets → + Add** — one each; don't forget the **vaccination date**, and snap or upload their documents if you have them.
3. **Make the booking.** **Bookings → + Add** — pick the service, **tick the pet(s)**, set the dates and times. The price fills in for you — and you're warned if it sits too close to another booking.
4. **Deposit invoice.** **Invoices → pick customer → Deposit → Download / Email**
5. **Deposit in?** Open the booking → fill **Deposit paid**. (Bar turns amber.)
6. **Balance invoice** after the stay — **Balance**; anything paid comes off.
7. **Paid up?** Fill **Balance paid**. (Bar turns green. Done!)

4 REGULARS, RUNS OF DAYS & TIME OFF

- 📆 **Every day for a stretch** — give one appointment a date range; priced per day
- 🔁 **Many dates** — fill the first visit, click **Book more dates**: the same days every week, or pick dates on a calendar
- ☀️ **All day** — sitting & equine can skip clock times
- ✈️ **Your holiday** — Service → **Holiday (you away)** blocks your dates
- 🧾 **Bill a period** — every unpaid visit between two dates, one click

🖥️ COMPUTER VS 📱 PHONE

🖥️ DESKTOP

📱 MOBILE



Same app, two shapes. On a **phone** the left menu tucks away — tap ≡ **More** (bottom-right) to slide it out — and a bar of buttons appears along the bottom. The calendar becomes a **day-by-day list**. Everything else is the same.

The rest of the toolkit

Everything on page 1, **plus** everything below — all in the one plan.

ALL INCLUDED

5 LET PEOPLE BOOK ONLINE

In ⚙️ **Business settings** tick **"Allow online booking."** You get your own **link** to share — you still approve every request under 📩 **Booking requests** (**Accept** opens a ready-filled booking form — check it and save). Requests too close to another booking are turned away with the next free time. Your link works as an **app** too — customers can add it to their phone's home screen. They tick your **T&Cs** and can ask for several dates at once.

6 GET PAID BY CARD

Open 💳 **Online payments** → **connect Stripe**. A "Pay online" link is then added to your emails. Stripe takes a small fee; Pawtal HQ takes just **1%**.

7 MESSAGES THAT SEND THEMSELVES

In settings → **Customer emails**, tick **confirmations**, **reminders** and a **review request** after each stay. Choose **when** the confirmation sends — on entry, on deposit, or when paid in full. Add **SMS** reminders too.

8 IMPORT & TEAM

- 📥 **Import data** — bring your whole list in from a spreadsheet
- 👥 **Team** — give staff their own logins (no extra charge)
- 👷 **Assign jobs** — pick who does each booking; filter the diary by person
- 🔒 **Staff access** — let staff see all jobs, or only their own

CHOOSING A PLAN

YEARLY ✨
£160/yr
Everything included · **save £20**.

MONTHLY
£15/mo
The same plan, spread out · cancel any time.

Free trial = your **first 10 bookings**, everything switched on — no card, no time limit, nothing charged automatically. Pay by card via Stripe when you're ready; unlocks in seconds. Cancel any time.

GOOD TO KNOW

- ✓ One booking can hold a whole family's pets — just tick them all.
- ✓ Fully-paid bookings drop off the invoice picker automatically.
- ✓ Save a **backup** before any big tidy-up (owner only).
- ✓ Everything can be edited — you won't break anything.
- ✓ Out-of-date jabs show a striped "check vaccinations" pattern.
- ✓ Add **two-step verification** to keep the account safe.