



Your pet's happiness is
my priority.

Dear Pet Guardian,

Thank you for your interest in our services at Pet Nanny Marbella. We take pride in offering an exclusive, premium, and fully personalized care experience for your pets. To ensure the highest quality of service, we only accept a limited number of pets, guaranteeing that each client receives exceptional attention.

As our service is highly tailored, we recommend booking in advance to secure your spot in our schedule. To confirm your reservation, a 50% deposit is required, with the remaining balance due at the end of the service.

The prices listed are for reference only. For a personalized quote based on the number of days, please feel free to reach out to us.

We are pleased to offer special discounts for extended stays, clients who book multiple services, and loyal customers who continue to trust us.

We look forward to providing your pets with the care they deserve!

Sincerely,

Ana Paula Torrens Galarza

Founder & Pet Nanny

Pricing for Pet Nanny Marbella

We are committed to providing your pets with the highest quality care. Below are our tailored services, **including personalized updates**, so you can stay connected with your pets while you're away:

- **Luxury Dog or Cat Care (1 Visit, 50 Minutes)**

Price: €25 per visit

Perfect for clients who want more time and attention for their pets, including interactive playtime and quality one-on-one care.

Includes photos, videos, GPS tracking, and video calls during each visit.

- **Premium Dog Walking - Round the Neighborhood (50-Minutes)**

Price: €20 per walk

An ideal option for clients who simply want their dogs to get some exercise with a walk around the neighborhood.

Includes photos, videos, GPS tracking, and video calls during each walk.

- **Adventure Dog Walking - Beach or Mountain (50-Minutes)**

Price: €20 per walk

Perfect for more active dogs who enjoy scenic walks by the beach or through the mountains for a refreshing outdoor experience.

Includes photos, videos, GPS tracking, and video calls during each walk.

- **Exclusive Overnight Pet Care (8 p.m. to 8 a.m.)**

Price: €40 per night

For clients who need someone to stay overnight, providing care, feeding, companionship, and ensuring your pets are safe and comfortable throughout the night.

Includes photos, videos, GPS tracking, and video calls during the overnight care.

- **Deluxe Vacation Pet Care (Weekly Package)**

Price: €130 per week

A complete package that includes daily 50-minute visits, walks, and regular updates to owners while they are away, giving peace of mind throughout their vacation.

Includes photos, videos, GPS tracking, and video calls for every visit.

Important:

Any additional hours outside of the 8 p.m. to 8 a.m. period will be charged at the regular visit rate of €25 per hour. This ensures that we can accommodate any extended care needs for your pets.

Additional Services

- **Event or Holiday Care** (e.g., special events or holidays): *10% additional to regular visit price*
- **Initial Consultation Visit (30 minutes): FREE**
A meet-and-greet session to get to know your pets, home, and care requirements.
- **Exotic or Luxury Pet Care (e.g., Birds, Reptiles): €20 per visit**

Discounts and Packages

- **Multiple Services Discount:** Enjoy discounts when booking multiple visits or long-term care packages. Ask for a free estimate.
- **Repeat Client Discount:** Returning customers receive a 10% discount from their third booking.

We aim to provide exceptional service for both you and your beloved pets, with full transparency and peace of mind. Contact us today to discuss your specific needs and book your service!

Pet Nanny Marbella – Terms & Conditions

Health & Well-being

- **Vaccination & Deworming:** All pets must be up to date on their vaccinations and deworming. Proof may be required before booking.
- **Medical Conditions & Medication:** If the pet requires medication, the owner must provide **clear instructions** and a **sufficient supply** for the entire stay.
- **Veterinary Contact & Emergency Contact:** The owner must provide **the contact information of their pet's veterinarian** as well as an **emergency contact person** in the city who can be reached in case of any urgent situation.
- **Veterinary Emergencies:** In case of an emergency, we will take the pet to the veterinarian specified by the owner or, if none is indicated, to the nearest available clinic. Any medical expenses will be covered by the owner.

2. Behavior & Safety

- **Social Pets Only:** We do not accept pets with a history of aggression or severe behavioral issues.
- **Safe Walks:** Pets will always be walked on a leash. No punitive collars or aggressive control methods are allowed.
- **Personal Belongings:** We are not responsible for lost or damaged toys, blankets, or other personal items.

3. Owner Responsibilities

- **Introductory Meeting:** Before confirming the service, a **30-minute introductory meeting** with the pet and its owner is required to get to know each other. This meeting is free of charge.

- **Food & Treats:** The pet owner agrees to provide **the necessary amount of food** for the duration of their absence, along with **clear instructions** on how it should be administered. We also recommend leaving **treats** to be given during this period.
- **Walking & Grooming Essentials:** The owner must provide a **collar and leash** for walks. If grooming is required, the necessary **brushes or tools** should be supplied.
- **Comfort Items:** For the pet's comfort, we suggest leaving **toys and items with the owner's scent** to help them feel at ease.

4. Bookings & Payments

- **Cancellations & Refunds:** The **50% deposit is non-refundable**, as we operate with a highly exclusive schedule and accept only a limited number of pets. However, if the cancellation is made with at least **two weeks' notice**, the deposit can be used as credit toward a future booking.
- **Late Pick-ups:** If the owner returns later than the agreed-upon time, an additional daily charge will apply.

5. Additional Considerations

- **Weather Conditions:** In extreme heat or heavy rain, walks may be shortened for the pet's safety.
- **Special Diets:** If the pet requires a homemade or special diet, the owner must provide the necessary ingredients and preparation details.

Special Requirements for Cats

- **Indoor Cats:** For safety reasons, we only provide care for indoor cats. Cats will not be allowed outside unless specified by the owner and under safe conditions (e.g., enclosed patios or cat-proof gardens).
- **Litter Box Maintenance:** The owner must provide a **sufficient amount of litter**, as well as detailed instructions on cleaning and maintenance. The litter box will be cleaned daily to ensure hygiene.
- **Hiding Spots & Comfort Items:** Cats can be sensitive to changes in routine, so we recommend leaving **familiar blankets, toys, and a scratching post** to help them feel at ease.
- **Food & Hydration:** Fresh water will always be available, and feeding will be done according to the owner's instructions. If the cat requires **wet food**, enough portions should be provided for the entire service period.
- **Social & Shy Cats:** If a cat is particularly shy or not used to strangers, the owner should inform us in advance. We will respect their space while ensuring their well-being.

By using our services, you agree to the terms outlined above. We are dedicated to providing your pets with the best care possible and look forward to serving you. Should you have any questions, please don't hesitate to contact us.