



Your pet's **happiness** is  
my priority.

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Thank you for your interest in **Pet Nanny Marbella**. We provide personalised, reliable pet care for cats and dogs in Marbella and the Costa del Sol, always tailored to each pet's routine, personality and needs.

To ensure the highest quality of care, we accept a limited number of bookings and work exclusively by prior reservation.

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## 1. Bookings & Payments

- A **free meet & greet** is required before confirming any service.
- To secure a booking, a **50% deposit** is required.
- The remaining balance is due at the end of the service, unless otherwise agreed in advance.
- Prices displayed on the website are **indicative** and may vary depending on location, number of pets, duration of the service and specific care requirements.

## 2. Cancellations & Changes

- The 50% deposit is **non-refundable**, as bookings reserve time in a limited schedule.
- Cancellations made with **at least 14 days' notice** may have the deposit credited toward a future booking, subject to availability.
- Late returns or extensions beyond the agreed service period may result in additional charges.

## 3. Health, Safety & Veterinary Care

- All pets must be **up to date with vaccinations and deworming**. Proof may be requested.
- Owners must inform us of any **medical conditions, behavioural concerns or special needs** prior to booking.
- If medication is required, owners must provide **clear written instructions** and a sufficient supply for the full duration of the service.
- Owners must provide contact details for their **preferred veterinarian** and an **emergency contact person** in the area.

- In case of a veterinary emergency, the pet will be taken to the designated veterinarian or the nearest available clinic.
- **All veterinary costs remain the responsibility of the pet owner.**

## 4. Behaviour & Care Standards

- We only accept **non-aggressive pets**. Pets with a known history of aggression or severe behavioural issues must be disclosed in advance.
- Dogs are always walked **on leash**. No punitive or aversive equipment will be used.
- Care is provided calmly and respectfully, always prioritising the pet's wellbeing and safety.

## 5. Owner Responsibilities

Pet owners agree to provide:

- Adequate food for the full service period, with clear feeding instructions
- A collar and leash for dogs
- Any required medication, grooming tools or special care items
- Familiar comfort items (toys, blankets, bedding) to help reduce stress

We are not responsible for loss or damage to personal pet items.

## 6. Care for Cats

- We primarily provide care for **indoor cats**. Outdoor access must be discussed and agreed in advance.
- Owners must supply sufficient litter and clear instructions for litter box maintenance.
- Daily litter box cleaning will be provided as part of regular care.
- Shy or anxious cats will be cared for with respect for their space and comfort.

## 7. Weather & Environmental Conditions

- During extreme heat, heavy rain or unsafe conditions, walks may be shortened or adapted to protect the pet's health and safety.

## 8. General Conditions

- Pet Nanny Marbella reserves the right to decline or discontinue a service if undisclosed information places the pet, the caregiver or others at risk.
  - By booking our services, you confirm that all information provided is accurate and complete.
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If you have any questions regarding these Terms & Conditions, please don't hesitate to contact us.

We are committed to providing safe, caring and trustworthy pet care at all times.

**Ana Paula Torrens Galarza**

**Founder & Pet Nanny**