

Small Animal Sitting Prices



	Weekday	Weekends	Bank Holidays
1 Visit per day	£15.00	£18.00	£30.00
2 Visits per day	£25.00	£30.00	£50.00

1. Payment Arrangements

- 1.1 After confirming your booking, you'll receive an invoice detailing our service and a full breakdown of our pricing.
- 1.2 We accept payments via cash (for in-person transactions), Bank transfer, or PayPal. Payment details will be provided during the booking process.
- 1.3 If we confirm a booking with more than 7 day's notice, we kindly request 50% payment to secure your reservation, with the remaining balance due 72 hours before your scheduled service.
- 1.4 If we confirm a booking with less than 7 days' notice, we kindly request the full balance to be paid.
- 1.5 Please note, that due to high demand for our service and to ensure fairness to all our customers, once we send an invoice, your booking will be held for 24 hours. In the event that payment is not received within this period, we will make contact with you to inquire about your intentions before releasing the booking to accommodate other customers.
- 1.6 If the scheduled service commences and the final balance remains unpaid, the Company reserves the right to apply a £10 late payment fee, in addition to a daily interest charge of 1.5% of the outstanding balance, until it is paid in full.

2. Cancellation Policy

- 2.1 We understand that plans can change. However, to ensure the best service for all our customers, we have the following cancellation policy;
 - 2.1.1 Cancellations made 48 hours or more before the scheduled appointment will receive a full refund.
 - 2.1.2 Cancellations made 24-48 hours before the scheduled appointment will receive a 50% refund of the full fee.
 - 2.1.3 Cancellations made less than 24 hours before the scheduled appointment will not be eligible for a refund.

3. Things You Should Know:

- 3.1 Our pricing is per standard enclosure for a 15-30 minute visit. We charge £5 for each additional enclosure.
- 3.2 Fees for larger enclosures, such as aviaries or custom-habitats will vary depending on the size and complexity of care required. Please contact us for a quote.
- 3.3 We will replace soiled bedding with fresh bedding however, if you would like to book an enclosure clean-up service which will include your usual routine of a thorough clean and sanitisation, using your products, we charge a flat fee of £15 for a one-off clean.
- 3.4 We do not offer a feeding service for reptiles (except iguanas, tortoises, and terrapins).

- 3.5 A seasonal surcharge of 25% applies to bookings on 24 December and between 27 to 31 December. Bank Holidays are charged at double time.
- 3.6 Watering plants (within reason), such as up to 15 houseplants or garden plants is included as part of our complimentary household management service. We are happy to take care of more plants or provide a garden water feed for an additional £10 per feed.
- 3.7 Key Collection (including registration) is charged at £15 (we waive this charge for repeat customers). Customers can collect their keys directly from us after the service ends, or arrange our key drop-off service for a fee of £10.
- 3.8 An Emergency visit to the Vets will be charged at £25 per hour plus the cost of transport to and from the practice. Vet fees are the responsibility of the owner.
- 3.9 An Admin fee of £5 will be charged for extended bookings.
- 3.10 Medication added to food is included as a complimentary service, while topical and oral administration of medication is charged at £5 per instance.
- 3.11 A shop visit for emergency supplies will be charged at £25 plus the cost of the items.