



# PRICE LIST APRIL 2026

## ACE PET SITTERS

We love your pets as much as you do

	8am to 8pm	Before 8am/After 8pm
<b>Cat/Pet Sitting</b> ( <i>feeding, cleaning litter, fuss/play time</i> )		
• One visit per day :	£16.00	£10.00 surcharge
• Two visits per day (AM & PM) :	£29.00	
• Three visits per day	£40.00	
<b>Dog "Let Out" Service</b> ( <i>includes 10 mins play time in your garden</i> )		
• One visit per day :	£16.00	£15.00 surcharge
• Two visits per day (AM & PM) :	£29.00	
• Three visits per day	£40.00	
<b>Dog Walking</b>		
• Up to 60 minute group walk ( <i>with up to 5 other dogs</i> ):	£17.00	N/A
• Up to 60 minute solo walk :	£22.00	£37.00
<b>Weekday Special Offer:</b>		
<i>60 mins per day 5 days a week (Mon-Fri) :</i>	£66.00 ( <i>group</i> )	
	£96.00 ( <i>solo</i> )	
Extra dogs in the same household will be charged at an additional £9.00 per dog/per walk		
<b>Puppy Care</b>		
• One visit per day :	£18.00	£37.00
• Two visits per day (am & pm) :	£32.00	
• Three visits per day :	£45.00	

### Pet Taxi (*Pets only, not people*)

£22 per hour plus £0.60 per mile to collect and drop off

**Keys:** For your convenience we can hold your keys on file for future visits or, you may drop keys off to us, otherwise a fee of £20.00 will apply for each key collection.

**Bank Holidays :** Please note we charge double rates for all services on Bank Holidays

**Out of Hours** - Services requested to be provided before 8am or after 8pm will incur an out-ofhours surcharge. Any telephone calls, emails or messages received after 8.00pm may not be dealt with until the next working day.

## Ace Pet Sitters Terms & Conditions

1. Clients must provide all food and equipment necessary for the pets covered by the respective agreement (collars, leads, tags etc). We reserve the right to charge an administration fee for any purchases we must make for additional food or equipment if the client has not left sufficient provisions.
2. Ace Pet Sitters will provide services in accordance with the details provided by the client and agreed at the time of booking. This may include the care of pets and any other animals owned by the client, maintenance of the home, plants and other requests by the client within reasonable limits. Amendments to the client's initial requirements may attract additional fees.
3. Ace Pet Sitters helpers will conduct themselves in a professional manner and deliver all services with reasonable care and skill.
4. Ace Pet Sitters will charge the client for the services as quoted. Unless we have agreed to retrospectively invoice you, the total sum due is payable at the time of booking. **In any event, all fees must be paid in full a minimum of seven days prior to the services commencing.**
5. Should the client return early during a booking full fees are payable. Any potential refunds will be considered at the company's discretion.
6. Should the client be delayed on return we will continue cover as required and charge for additional services accordingly.
7. We reserve the right to stop walking/visiting a dog/pet if it shows aggression to us, other people or other dogs/pets.
8. In consideration of their health/wellbeing we do not walk dogs during severe weather conditions or extreme heat but will let your dog out to relieve themselves and keep them company indoors.
9. We cannot walk ill dogs or dogs known to have infection even on a one to one basis because of risk of cross infection.
10. All dogs will be walked on a lead unless previously agreed by both parties in advance.
11. Cat Flaps: We will not be liable for any injury, disappearance or death of any cat with access to the outdoors. I, the owner/client understand that use of a cat flap increases the risk of accident or injury to my cat(s) safety or any incidents/accidents to our property.
12. Pet Boarding: We do not offer boarding services, all of our services are provided at your home.
13. Pet/House Sitting: This is not a 24/7 service. One of our Sitters will stay in your house overnight with your pet(s) but we reserve the right to leave the house unattended for periods during the day to provide care for other client's pets. However, we will call in frequently during the day to feed and/or walk your pet(s) in accordance with your instructions. We will endeavor to never leave dogs unattended for more than four hours at a time.
14. Cancellation: If the client wishes to cancel a booking the request must be made in writing (email or text is acceptable) at least 72hrs prior to the appointment. Failure to notify us will result in partial or full payment becoming payable at the company's discretion.
15. Insurance: Please tell your insurers that someone will be visiting whilst you are away.
16. Pet Sitting Broxbourne accepts no liability for any damage to client's homes caused by their own pets. It is the pet owner's responsibility to ensure that appropriate insurance cover is in place for accidental damage caused by your pets.
17. Keys, if held, will be locked away securely when not in use. Keys held temporarily for pet visits will be returned as soon as Clients inform us of their safe return and, of course, that full payment has been received for services rendered.
18. Confidentiality: Client confidentiality will be maintained at all times; client details will be kept private and will never be used for any purpose other than caring for your pet(s), updating you on PSB service/price changes or to comply with any statutory legal requirements.
19. CCTV: In accordance with the General Data Protection Regulations (GDPR) clients must inform our pet sitters if they have any CCTV cameras and/or sound recording equipment in operation at their house.
20. We will visit all new customers (pre-visit) prior to providing services in order to meet your pets and ascertain your requirements.
21. **Office/Working Hours:** Our standard working hours are 8.00am to 8.00pm weekdays and 10.00am to 5.00pm weekends. Any telephone calls, emails or messages received after office hours may not be dealt with until the next working day. Any services requested to take place before 8.00am or after 8.00pm will be subject to an out-of-hours surcharge. Any dog walks requested to take place outside of our regular hours (8am to 8pm) will be classed as Solo walks i.e. we do not offer group walks outside of these hours.