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*Professional pet sitting and Dog boarding
in Colchester, Essex*



Booking form: contact details

Please answer ALL questions as accurately as possible to ensure the safety of your pet, thank you.

YOUR DETAILS

Name: _____ Email: _____

Home Address: _____

Tel: _____ Mobile: _____

HOLIDAY CONTACT

Holiday Address: _____

Tel: _____ Email* _____

*Alternate to mobile if poss/applicable

Alternative relative or friends contact details

Name: _____ Email: _____

Address: _____

Tel: _____ Mobile: _____

VET CONTACT

Vet's Address: _____

Vet's Phone Number: _____

PET INFORMATION

Number of Pets? _____ Name of Pet(s)? _____

Your Pet's Microchip Number(s), list name/number _____

Are Your Pet(s) vaccinations up-to-date? YES/NO (Please circle)

Have your dog(s) been vaccinated against Kennel Cough? YES/NO (Please circle)

WHICH SERVICE DO YOU REQUIRE AFTER a successful induction (Please circle)

Dog Walking: 1 hour 1/2 Hour

Garden Visit: 1 x 20 min 2 x 20 mins

Doggie Daycare

Boarding (Dog/s)

Please specify below dates you wish your pet(s) to be cared for:

Start Date: _____ End Date: _____

Please advise which date you would like boarding or daycare to begin.

Note: if boarding please state START and END dates.



Booking form: dogs part 2

DOGS

(Please circle)

Has your dog(s) been neutered or spayed?

Neutered/Spayed/Neither

Does your dog show any aggression? (i.e. towards other dogs, children, over food or toys etc)

(Please circle)

YES

NO

If yes, please specify: _____

Would you prefer 5 Star Pet Services to walk your dog on or off lead in parks, fields or woodlands? *

(Please circle)

On the Lead

Off the Lead

*Please Note: 5 Star Pet Services will **not** walk your dog off the lead anywhere in or around any roads main roads or side roads under any circumstances.

Is your dog scared of anything? (i.e. traffic, loud noises, thunderstorms)

(Please circle)

YES

NO

If yes, please specify: _____

Is your pet allergic or have any adverse reactions to any cleaning products including bleach or any ingredient/formula in a product?

(Please circle)

NO

Don't know

If yes, please specify (ie: Name/Type of Product or ingredient/formula): _____

If you have answered yes, you may be required to bring a cleaning product that's suitable for your pet.

If you have answered no or don't know, have answered yes but not supplied an alternative, or if your pet suddenly has a reaction whilst in our care, 5 Star Pet Services is not responsible for any reaction your pet may have to any cleaning product used which was **not** specified above.



Booking form: dogs part 3

DOGS

Grooming & Bathing

Should your pet roll in something smelly, 5 Star Pet Services will wash your dog down (we will not bathe your dog), we may however use shampoo to try & disguise the smell, please give your consent for 5 Star Pet Services to wash down your dog in the event of this occurring.

(Please circle)

YES

NO

If you have answered yes, is your dog allergic to any shampoo or ingredients in shampoos?

(Please circle)

YES

NO

If you have answered yes to allergies, 5 Star Pet Services request you provide shampoo.

Please label the bottle with both your name & your pets name.

5 Star Pet Services May from time to time groom your dog, if we think your dog needs it, particularly long haired breeds, please give your consent for 5 Star Pets to groom your dog if necessary.

(Please circle)

YES

NO

5 Star Pet Services are not a professional groomers, we will only wash your dog down if required.

We will only brush your dog if required, we will not clip your dog.

We do not offer a bathing or grooming service.



Booking form: dogs part 4

DOGS

How old is your dog? _____

What Breed is your dog? _____

What Colour is your dog? _____

Is your dog a rescue? Yes / No

If yes, do you know it's background? Yes / No

How long have you owned your dog? _____

Does your dog have any medical problems? Yes / No

Has your dog been ill In the last 30 days? Yes / No

Did you consult a vet? Yes / No

If your dog has been ill, please give a brief description of illness:

Is your dog currently taking any medication? Yes / No

If yes, please complete the medical form PDF (see website):

Is your dog trained? Yes/No

If yes, to what level? (please tick):

- ☐ Not trained (i.e. puppy or not trained due to know how/time)
- ☐ Knows basic commands (like sit, down, stay etc)
- ☐ Well trained (attended puppy classes and/or training classes)
- ☐ Extremely well trained (attended training classes/obedience classes)
- ☐ Trained by yourself, please describe level of training below:

Please note:

5 Star Pet Services no longer takes in male dogs over the age of 1 year old that aren't neutered, nor bitches that have had their first season and aren't spayed.

* 5 Star Pet Services will not be able to take on any dog suffering from separation anxiety that doesn't have training in place or who isn't seeking help/training.

Permission to use photos:

- ☐ Please tick if you **give** your permission to use photographs of your dog taken during your dog's walk/stay – on the 5 Star Pet Services website.

How does your dog walk on a lead (please tick):

- ☐ Badly (pulls)
- ☐ Fairly Good (pulls a bit when excited)
- ☐ Good (doesn't pull hardly)
- ☐ Very Good (doesn't pull at all / walks to heel).

Has your Dog been in a fight or bitten another dog or person? Yes / No

If yes, please explain:

Has your dog escaped or tried to escape by digging, jumping etc. Yes / No

If yes, please explain.

Is your dog destructive? Yes / No

If yes, please explain:

Is your dog allowed treats? _____

Is your dog allergic to any treats, raw or otherwise?

If Yes, please list _____

Is your dog crate trained? Yes/No

Does your dog suffer from separation anxiety? * Yes/No

If Yes, please explain to what extent:

Are you seeking any help with training? Yes / No

Or have training in place? Yes / No

If no to the above, please explain why?



Enrichment games: part 1

Please read carerfully

5 STAR PET SERVICES ENRICHMENT GAMES

5 Star Pet Services offer a number of enrichment games, which stimulate your dog's senses and give them a sense of wellbeing.

All games are strictly supervised, especially if played around multiple dogs. However once you give your consent to allow your dog(s) to take part in games especially around other dogs, 5 Star Pet Services will take no responsibility for any incidents that occur during these games.

In the summer we have some agility equipment and a small paddling pool, which can also be used as a ball pond.

Summer and winter we offer food based search games both indoors and outdoors, as well as ball pond option.

Your dog will not take part in any enrichment games or use any of the agility equipment without your consent.

There is a form below for you to fill out and agree or disagree to all or any of the games or use of the equipment, we aim to tailor your dogs games to their personality, temperament and needs. We will if necessary work one to one to allow dogs with possessive behaviours to have a chance of using their senses and giving them some brain challenging games.

If you own more than 1 dog please fill out a form for each dog

Here is a brief description of the games and an option for you to agree or disagree to your dog taking.

On the following pages there are options to opt out of all, should you wish, or simply agree to all if you wish your dog to partake in all activities.

There is also a one to one option, if you feel your dog is or maybe aggressive or possessive over food/toys or balls around other dogs it does not live with or know that well then please select this option. Please circle each game or activity you wish your dog to take part in or select all at the bottom of the form, then circle the one to one option.

YOUR DETAILS

Owner/s name: _____

Dogs name: _____



Enrichment games: part 2

MUFFIN TIN SEARCH

In each section of the muffin tin, a treat/treats are placed, then a tennis ball is placed on top of the treats in the tin, the object of the game is for the dog(s) to remove the balls & find the treats.

Allowed to play: Yes / No

(Please circle)

SNUFFLE MAT/TOWEL

This is a version of the snuffle mat, lay out a mat or towel, sprinkle food over it, or hide balls or toys in it, roll it up and allow the dog to search for the food/toy/ball.

Allowed to play: Yes / No

(Please circle)

PADDLING POOL SEARCH

Fill a plastic paddling pool with balls, throw in treats and let the dog(s) hunt for the treats.

Allowed to play: Yes / No

(Please circle)

LOO ROLL SEARCH

Take the middle of a toilet roll, place in a large(ish) treat, wrap in paper, place in a smaller treat, wrap, continue doing this for a few layers, making the treats small from the outside to the large prize in the middle, bit like pass the parcel, allow the dog(s) to rip open the paper to get to the treats.

Allowed to play: Yes / No

(Please circle)

DOG CASINO

This is a fun interactive game by Nina Ottosson,

It is a plastic board, with 6 bone shaped plastic parts, that allow 6 trays to be opened. 6 treats are placed inside the 6 trays, the dog has to take a bone off the top of the plastic board to be able to open a tray they have to take the right bone off the top to be able to open the correct corresponding tray.

Allowed to play: Yes / No

(Please circle)

STAR SPINNER

Outward Hound interactive game.

3 Star Shaped plastic trays, one of top of the other, treats are hidden in different compartments of the stars points, the dog has to spin the star's to open them up to reveal the treats.

Allowed to play: Yes / No

(Please circle)



Enrichment games: part 3

AGILITY EQUIPMENT

Agility Tunnel – Dogs are allowed to run in and out of the tunnel, we throw toys for the dogs to retrieve out of the tunnel.

Allowed to play: Yes / No (Please circle)

Hoop – Dogs are encouraged to jump through the hoop

Allowed to use: Yes / No (Please circle)

Jump – We have a small agility jump which goes from ground level up, dogs are enticed, encouraged to jump over it.

Allowed to use: Yes / No (Please circle)

Weaving Poles – Dogs are taught, encouraged to weave in and out of poles.

Allowed to use: Yes / No (Please circle)

Some dogs that are able to, or do agility are encouraged to complete the small course. No dog is forced to do anything it doesn't want to do, all the above is done from a fun point of view nothing more.

YOUR CONSENT

Please read carefully before selecting to allow your dog to take part in all activities

By agreeing to allow your dog to partake in all activities/games offered by 5 Star Pet Services, you are hereby agreeing that your dog(s) are not food, ball or toy aggressive/possessive with or around other dogs that they do not live with.

Agree to all? (Please circle)

By not taking part your dog will be allowed to be in and around the garden whilst these activities are taking place, unless otherwise advised by yourselves.

I do not wish my dog to take part in any of the listed games/activities

No to all? (Please circle)

I wish my dog to take part in the activities/games as provided by 5 Star Pet services either all or some as indicated but on a one to one basis, as my dog is possessive or passive aggressive over toys/food/balls etc.

One to One only? (Please circle)

Please sign this and date this consent form

I hereby sign this form as my agreement that I have read and understood all the above, I also have answered all questions honestly, I hereby relinquish 5 Star Pet Services from any responsibility for any incidents that occur during these games/activities

Signed: _____ Dated: _____

Thank you,

5 Star Pet Services



Terms & conditions

The client agrees to provide complete and honest information to 5 Star Pet Services about their pets during the booking procedures. 5 Star Pet Services does not take on any male/female over a year old that hasn't been neutered or spayed.

Behaviour which may cause negative impact to myself (Jeannie Snowsill), my own dogs, those boarding, my home, or my neighbours will not be tolerated or accepted. This includes but is not limited to excessive barking, or anti-social behaviour, aggression towards any humans or animals, toileting in the home, separation anxiety, howling, barking, destructive behaviour, straying or phobias.

1. The emergency contact will be asked to take over the care for the dog/s in the event of an emergency, be it an evacuation at my home in the event of a fire, or such like, or if your dog displays behaviour which means they can no longer be cared for. These behaviours can be, but not limited to, aggression, separation anxiety, anti-social behaviour, toileting or destructive behaviour in my home. Refunds will not be given under these circumstances. Please seek permission for your emergency contact to be nominated and ask them to complete and sign the Emergency Contact Acceptance Form. The client agrees that if their pet attacks another animal or person, including any representative of 5 Star Pet Services, and this results in injury to that animal or person, they (the client) will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog. The dog will be removed with immediate effect and placed with the emergency contact, without refund as stated above.
2. Clients must agree to an induction to allow myself (Jeannie Snowsill) to meet and assess your dog/s, the induction will be carried out in my home by mutual arrangement. You (owner/s) are not required to attend the induction. Upon collection of your dog/s you're welcomed into my home where the induction will be discussed and any questions you have will be answered.

Inductions are charged at £25 per dog. No discounts are offered on inductions for multiple pets, the induction must be paid for 48 hours after receiving the induction confirmation.

Once an induction has been booked and paid for it is non-refundable or transferable should you cancel at any point.

If you cannot attend an induction for any reason, or simply changed your mind, even if you haven't made payment, please notify me **ASAP** I have a number of people who require inductions.

3. I agree, I will be handing over my dog/s to 5 Star Pet Services in good health. Any current illness or ailments will be disclosed and any medication for such ailments will be supplied and the medical form completed to give clear instructions on how medication is to be administered. If any illness appears or has not been disclosed upon your dog/s being dropped off and is diagnosed as contagious, the emergency contact will be asked to collect your dog/s immediately. No refund will be given in this circumstance. A dog/dogs can only be returned to 5 Star Pet Services for the remainder of the booking if their vet has deemed any illness as no threat to myself or other dogs. This must be in writing from your vet on their letterhead paper and signed by the vet. We will if necessary contact your vet and speak to them directly, please give permission to your vet for 5 Star Pet Services to discuss your dog/s medical issues with them. If a period of more than 1 month elapses between a booking confirmation and the commencement of service, the client must ensure that 5 Star Pet Services are informed of any changes made to their pets health, routine or care, this can be done, by completing the necessary forms available on 5 Star Pet Services website (www.5starpets.co.uk) or in writing via email or letter if forms are not available or relevant.
4. All dates and times are looked upon as an appointments and must be followed. Please remember this is not only my business but also my home, If you arrive early, please wait before ringing the doorbell as I maybe feeding dogs or attending to other clients. If you are running late, I (Jeannie Snowsill) take no responsibility for being unavailable to receive or for you to collect your dog/s. If you are unavoidably delayed, you must contact myself before the arranged time so we can arrange a mutually suitable time for drop off or collection. Please only call or text to advise, if you use any other form of communication this may not be received as I may not be in a WIFI enabled area or read emails or any form of messaging.
5. **BOARDING:** Once a successful induction has been completed, all bookings require a deposit within 24 hours of the completed induction. **BOOKINGS £75.00 OR OVER:** A min deposit of 25% will be required. **BOOKINGS LESS THAN £75.00:** Will require a min deposit of £20.00. Bookings will not be held or secured until a deposit is paid. The balance of all payments must be paid 7 days prior to boarding commencing. If the boarding date is less than 7 days, payment must be paid in full ASAP. No monies are refundable once paid. The client understands that they may forfeit their allotted booking if the deposit/full fees are not paid within 24 hours of the induction. For returning customers, deposits or money in full needs to be paid within 24 hours of the booking confirmation to secure the booking, failure to do so may result in you forfeiting your booking.
DAYCARE: Payment for daycare must be paid in full no less than 48 hours prior to your dog(s) attendance.



Terms & conditions

6. CANCELLATIONS: I/We understand any cancellations must be notified to 5 Star Pet Services ASAP, if appropriate notice is not given we are required to pay deposits, cancellation fees or full payment as stated. Bookings of £75.00 or more require a minimum of 14 days notice. Failure to do so will result in 50% of the remaining balance being due. Once full payment has been made at least 7 days prior to boarding no refunds are given. Bookings £75.00 or less require 48 hours notice, failure to give the appropriate notice will result in the total cost of the board being due.
- DAYCARE AND OTHER SERVICES: Cancellation notice of a minimum of 48 hours notice must be given, failure to give the appropriate notice will result in the total cost being due.
- All payments can be made by bank transfer, cash or cheque. Any payment that is unsuccessful (e.g. returned cheque) will be subject to a £25.00 handling fee.
7. The Client agrees that their dog/s will come into contact with other dogs, both in and outside of 5 Star Pet Service's premises. On such occasions, dogs from separate households will not be left together unsupervised. By signing these terms and conditions you are agreeing that your dog/s can share supervised socialisation time with dogs from other households. However, If this is something you are opposed to, please advise us (5 Star Pet Services).
8. The Client consents that if their dog/s is under one year old, that where possible the dog/s will be given the opportunity to have supervised interaction with people, children, dogs (big & small) and other animals, this is to benefit their socialisation and emotional growth. They should be given time to explore the environment and be kept entertained with activities. All training will be based on positive reinforcement. I will continue with any training you have in place although I am not a qualified trainer or behaviourist. Dogs under one year old will board with other young dogs (where possible) and with other dogs that can cope with puppy play. I will encourage rest time throughout the day even if that means separating dogs. If I observe any sign of illness, I will segregate the puppy and contact you, or your emergency contact if you are not contactable or available, or if failing that, contact a vet (your dog/s' vet, a local vet, or my designated vet). Your puppy will be walked for the appropriate time for its age and development and as discussed with yourselves.
9. 5 Star Pet Services will not accept any dog over a year old that has not been neutered or spayed. If your dog is a year old or under and comes into season prior to boarding commencing or the attendance of daycare, you must notify 5 Star Pet Services immediately. However we will not be able to board your dog or allow your dog to attend daycare. Should your dog come into season whilst in the care of 5 Star Pet Services we will contact yourself or your emergency contact to come and collect your dog(s) ASAP. Any deposits or money paid will not be refunded.
10. The client agrees that if insufficient food or other supplies are provided to cover their dog/s' stay, the cost of purchasing additional items will be payable on collection of their dog/s. The client will inform their veterinarian that 5 Star Pet Services will be caring for their pets whilst they are away (or at work) and if possible arrange for card details to be held by them or allow funds to be held on account until your return, this is to allow for emergency treatment should it be necessary. Your dog/s' medical history and treatments must be made available in the event of illness or injury. If your dog/s shows signs of disease or illness they will be isolated from the other dogs until I have received advice from a vet. Following any infectious disease, I will undergo a quarantine period before boarding again and only on the advice in writing from a vet on their letter headed paper. I will advise my licensing authority of any death on the premises and arrangements for your dog's body to be stored at the vets until your return. You are responsible for all vet's bills. If a dog should escape, the local dog warden will be contacted immediately as well as the owners or your emergency contact.
11. If a medical emergency arises concerning your dog/s, 5 Star Pet Services will make every effort to contact you (the client) or the emergency contact. Where time is of the essence, the client authorises 5 Star Pet Services to seek medical assistance at the nearest local veterinary practice. The client (you) are responsible for the total cost of any medical or vet bills.
12. Unless otherwise agreed your dog/s will be exercised on a harness, collar and lead as supplied by yourself (the client). We will not be able to exercise your dog on an extendable lead. Where a client is happy that their dog is allowed to be off lead (in a safe environment, i.e. parks, woodlands and fields) they must tick the appropriate box on the booking form and sign the disclaimer on the permissions form. By signing this you (the client) agrees to accept any responsibility for accidents, injury or loss caused by to their dog/s and therefore relinquish 5 Star Pet Services from any responsibility.



Terms & conditions

13. In the event of a serious accident or illness of myself (Jeannie Snowsill) the client accepts that alternative emergency cover will be arranged for their dog/s. This will be done with the involvement of the client's emergency contact/s where possible, and as far as possible would be within the boarding provision of 5 Star Pet Services.
14. All dogs must be fully vaccinated or have a valid titre test certificate, all dogs must be wormed and treated for fleas & ticks, before being placed with myself (Jeannie Snowsill) and this is your (clients/owners) responsibility.
- All vaccinations or course of vaccinations should be completed at least 2 weeks prior to boarding commencing or the attendance of daycare. 5 Star Pet Services reserves the right to decline any dog(s) that arrives for daycare, boarding Or attending an induction which looks visibly unwell. No refund will be given if declined. We (5 Star Pet Services) cannot board dogs or let dogs attend our daycare who have been in kennels or attended another large daycare facility within the month proceeding boarding with 5 Star Pet Services or attend our daycare, this is due to the risk of infection to other dogs in the care of 5 Star Pet Services.
15. Any dog who is not collected within 2 working days of the agreed collection date, where no contact has been made by yourself (client) or the emergency contact will be deemed as abandoned and necessary provisions will be made.
16. 5 Star Pet Services will carry out all the agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes the signed contract to be valid for future services, therefore allowing 5 Star Pet Services to accept future bookings without additional signed contracts or authorisation. By signing below I am promising to read these terms and conditions in their entirety.

Coronavirus

As you are aware this contagious virus is spreading quickly now across the world. We need to put a few things in place as a business that maybe looking after your dog/s whilst you are away possibly in one of the affected areas.

1. In the event that you are delayed from returning from your trip due to the Coronavirus, please ensure that the emergency contact details that you give us are that of someone that will collect your dog/s and look after them until your return.
If we do not have an emergency contact that will take your dog/s we may need to place your dog into a local kennels at your cost, unfortunately we don't have the capacity to hold onto your dog/s for an unlimited period of time and our license will not allow us to go over our numbers, neither will our insurance.
If we (5 Star Pet Services) are able to without risking increased numbers we will of course continue to board your dog at cost to yourself.
2. If you cancel your holiday with short cancellation notice we will charge you, if you are advised not to go by the Health Authority or your trip is cancelled by your travel agent you will be able to claim back the money you have spent from your insurance company.
Any deposits paid are non refundable or transferable.
3. Please let us know if your trip does involve travelling to a country that already has the Virus, we can then make sure that we have everything in place just in case other arrangements are required at short notice.
4. If you are a frequent traveller please ensure you are taking notice of all the advice being given out and taking every precaution.

I (the owner/client) undersigned, have read and agreed to the terms and conditions of using 5 Star Pet Services. I understand that any deposits and outstanding fees shall be payable to Jeannie Snowsill at 5 Star Pet Services. I confirm that I will be responsible for any costs which might be incurred either veterinary or other, as a result of any sickness, accident or damage caused by my dog/s named on the booking form, excepting third party liability, and that I will pay such costs on return. By signing these forms I am agreeing to follow through with this booking and conditions stated, and pay all deposits/fees due. 5 Star Pet Services will not be able to take on any dog suffering from separation anxiety that doesn't have training in place or who isn't seeking help/training.

Clients Name: _____

Clients Signature: _____ Dated: _____

Signed: _____ Dated: _____

Thank you, 5 Star Pet Services

A note about Respectful Behaviour

Please be respectful at all times, **rudeness or any form of abuse will not be tolerated in any form**, verbally, via text, email etc. Any rudeness or abuse towards myself, family members or any of my clients or person on the premises may result in your dog being banned from attending daycare or refused boarding with 5 Star Pet Services with immediate effect at cost if applicable to yourself. In extreme cases the police will be called/advised and you may be prosecuted and/or receive a criminal record.