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Professional pet sitting and Dog boarding in Colchester, Essex



Covid-19 Terms

Due to Covid-19 outbreak, we 5 Star Pet Services have set out the following procedures, which all dog owners who wish their dogs to attend daycare or board with 5 Star Pet Services must adhere to. Please ensure you carefully read all of the following and sign to say that you agree and accept all the terms set out below. All products mentioned below are deemed to be "Pet Friendly" please see disclaimer.

On booking your dog into daycare or boarding, you must provide a drop off time & collection time, this enables 5 Star Pet services to try & minimise the number of people at the door. If you are running late or arrive early, please notify me ASAP, if someone else is at the door, or already inside collecting their dog, please be patient I may have things to discuss with them. Please wait outside, please give the person leaving enough space to leave safely. You will not be permitted to enter the premises until the other person has left.

Our business hours are back to normal as follows:

Mon – Friday (Excluding Bank Holidays)		
Drop off is between:	07:00-09:00	
Collections between:	17:00-19:00	
NB: If I have an induction booked the latest drop off time will be	08:30	

All payments are to be made by bank transfer, **cash payments will only be accepted as a last resort**, we will leave a bag for you to place the cash into, gloves must be worn when handling cash by both parties & we 5 Star Pet Services will not handle the cash for at least 2 days.

1. On Arrival, please walk towards the FRONT DOOR, (you do not need to ring the bell) this will enable me to see you via my Ring Door Bell.
2. I will proceed to the side room I will open the side room door and greet you.
3. We have a QR poster for you to scan, we would appreciate your co-operation in scanning this code to help keep everyone safe.
4. You may leave when ready, please feel free to use hand gel provided & close the door.
5. We 5 Star Pet Services will continue to disinfect crates at the beginning and end of each day.
6. We are now accepting leads and harnesses, we are not accepting blankets, bedding, toys bowls or anything else.
7. We are allowing dogs with reliable, good recall off lead providing you have ticked the box on the original booking form advising us to do so.
8. All leads used by 5 Star Pet Services will be washed at the end of the day, if machine washable or disinfected or wiped with anti-bacterial surface wipes. Weather-permitting these will be left to dry in the open air.
9. Once all dogs have left for the day, all crates will be washed down and disinfected, floors and all surface areas cleaned and wiped down with disinfectant, or antibacterial cleaners or wipes.

Disclaimer: Please be advised that should yourself or any member of your household become ill or show any symptoms of the corona virus (Covid-19) you must immediately inform 5 Star Pet Services. If these symptoms arise whilst your dog is attending daycare you must send another family member, who does not live with you or who hasn't been in contact with you or the infected person to collect your dog.

Your dog will not be permitted to attend daycare until symptoms have passed and all quarantine conditions have been met by all members of your household. We will wash and disinfect the crate your dog has been in and leave this to dry in the open air, that crate will not be used for any purpose for minimum of 72 hours.

5 Star Pet Services uses Pet Friendly products, recommended by DEFRA and other animal organisations therefore I hereby relinquish 5 Star Pet Services of any responsibility that may or may not result in a veterinary visit or treatment in relation to any conditions or allergic reactions that my dog may have contracted due to any products used by 5 Star Pet Services. I also relinquish any responsibility should I myself have any reactions to any products used by 5 Star Pet Services.

I (owner) agree that I have read all the above and will carry out procedures as set out. I am satisfied that 5 Star Pet Services are operating to the best of their ability in a safe and responsible manner.

Signed: _____ Dated: _____

Thank you, 5 Star Pet Services