



T: 07946 204 311 E: Jeannie@5starpets.co.uk 5starpets.co.uk

*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)? \_\_\_\_\_

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:

(Please circle)

Dog Walking:	1 hour	1/2 Hour
Garden Visit:	1 x 20 min	2 x 20 mins
Doggie Daycare		
Boarding (Dog/s)		
Cat/Small Animal Feeding/Visits:	1 x 20 min visit	2 x 20 min visits

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

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_





## Booking form: dogs part 2

### 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? \_\_\_\_\_

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?

If yes, please specify:

\_\_\_\_\_  
\_\_\_\_\_

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:

\_\_\_\_\_  
\_\_\_\_\_

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? \_\_\_\_\_

Does your dog have any allergies? \_\_\_\_\_

Is your dog crate trained? Yes/No

Does your dog suffer from separation anxiety? Yes/No

If Yes, please explain to what extent.

\_\_\_\_\_  
\_\_\_\_\_

**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.

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.





## Booking form: cats part 2

### CATS

How old is your cat? \_\_\_\_\_

What Breed is your cat? \_\_\_\_\_

What Colour is your cat? \_\_\_\_\_

Is your cat a rescue? Yes / No

If yes, do you know its background? Yes / No

How long have you owned your cat? \_\_\_\_\_

Does your cat have any medical problems? \_\_\_\_\_

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

Did you consult a vet? Yes / No

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

\_\_\_\_\_  
\_\_\_\_\_

Is your cat currently taking any medication?

If yes, please specify:

\_\_\_\_\_  
\_\_\_\_\_

Is your cat allowed treats? \_\_\_\_\_

Does your cat have any allergies? \_\_\_\_\_



## Booking form: rabbits, guinea pigs, birds & small animals

### RABBITS, GUINEA PIGS, BIRDS & SMALL ANIMALS

What type of pet do you have? \_\_\_\_\_ How many do you have? \_\_\_\_\_

Are your animals friendly? (Please circle)

YES NO

### RABBITS/GUINEA PIGS

Do they have an outside run? (Please circle)

YES NO

Are your rabbits/guinea pigs left out all day? (Please circle)

YES NO

Do your pet(s) have to be brought in at night? (Please circle)

YES NO

What time are your pet(s) normally fed? \_\_\_\_\_

### BIRDS

What type of bird(s) do you have? \_\_\_\_\_ How many bird(s) do you have? \_\_\_\_\_

Are they let out to fly? (Please circle)

YES NO

Are your bird(s) frightened of anything? (Please circle)

YES NO

If yes please specify: \_\_\_\_\_



## Terms & conditions

### ALL PET OWNERS

In the event of yourselves (owners) being involved in a fatal accident, please advise to where or to whom you would like your pets to go.

Name of Person/Organisation to take your pet: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Mob: \_\_\_\_\_ Email: \_\_\_\_\_

### PLEASE READ OUR TERMS & CONDITIONS (and agree by signing below)

Whilst 5 Star Pet Services, endeavour to keep your pet safe & secure at all times, they are animals and may suffer injuries through play, or just from day to day activities. Any injuries sustained whilst in the care of 5 Star Pet Services that may or may not require veterinary treatment are not the responsibility of 5 Star Pet Services and therefore relinquishes us from any liability. We will not reimburse any vet bills.

### BOARDING

Bookings of £75.00 or more: a minimum 25% non refundable deposit will be required at the time of booking, this is subject to an induction being successfully completed. Payment in full will be required no less than 7 days prior to boarding and is non-refundable. Failure to pay will result in loss of placement.

### INDUCTIONS

All inductions must be paid for at time of booking, or at least 48 hours prior to the induction date. This payment is non refundable once paid.

### CANCELLATIONS

I/We understand that any cancellations must be notified to 5 Star Pet Services ASAP, if appropriate notice is not given we are required to pay Deposits, Cancellations Fees or Full Payment as stated below.

**Bookings of £75.00 or more:** min 14 days notice is required, 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 this is non refundable as stated above.

**All other Services:** minimum of 48 hours notice must be given for cancellation of all other services including bookings of less than £75.00. Failure to do so will result in payment being due in full.

### PAYMENT

Deposits and payment in full can be made by Cheque, Cash or Bank Transfer. Any payment that is unsuccessful e.g. returned Cheque etc, will be subject to a £25.00 handling fee.

5 star Pet services will notify you of any problems or medical issues. In an emergency we will call your vets immediately. Any visit or treatment at the vets will be at cost to yourselves (owners). It is always advisable to inform your vet you are going away and that 5 star Pet services are taking care of them. You may be able to ask them to defer payment until your return. If you have agreed your dog can be walked off lead, you relinquish 5 star Pet services of any responsibility should your pet go missing. Failure to notify 5 star Pet services of situations your pet may be scared of, will relinquish 5 star Pet services of any responsibility. Should your pet damage any property belonging to 5 star Pet services, the owner hereby agrees to reimburse 5 star Pet services. 5 Star Pet Services reserve the right to ask for proof that your bitch hasn't had her season or confirmation from your vets that your dog has been spayed. Failure to provide confirmation when asked will result in your dog losing its booking and any money paid will not be refunded.

I confirm that I have read, understood and agree to the above Terms & Conditions, please sign below:

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Thank you,

5 Star Pet Services