



# 5Star Relocation - Service Handbook (Premium Edition)

Because settling in should feel as effortless as arriving.

We are not a moving company. We are a service company. The word **Relocation** in our name is a compass, not a category. When we built this brand, we saw what happens after the boxes: people spend hours researching, comparing, calling and hoping for the right help. Out of that gap, **5Star Relocation** was born - not to move your furniture, but to move you from uncertainty to ease. We kept the root name out of respect for our origin, but our calling grew wider: today we serve the many who are already settled *and* the few who are still arriving. Whether you've just turned a key or you've called your house home for years, we bring premium support, vetted professionals, and seamless coordination to every part of home life.

**Our promise:** we don't aim to be the biggest - we aim to be the most trusted.

## Our Service Model

Choose the support level that matches your moment. Our three tiers deliver the right blend of coordination, hands-on help, and concierge perks. **5Star Home Warranty** operates as a **standalone** service - designed to protect your budget from surprise breakdowns - and it pairs perfectly with any tier.

### Tiers at a Glance

Tier 1	Move-In Essentials	The foundation for a smooth landing.
Tier 2	Comfort Package Add-Ons	Stress-free comfort, beyond the basics.
Tier 3	Signature Experience	VIP concierge treatment for a curated arrival.

## Move-In Essentials (Tier 1)

The basics handled brilliantly, so your first night feels like home.

- Internet setup coordination (e.g., Rain, Vuma, MTN, Telkom).
- Security system setup (alarms, cameras, access control).
- Electricity & water account setup.
- TV & appliance setup coordination.
- Address change checklist (banks, deliveries, subscriptions).
- Personal Uber/Bolt ride coordination on move-in day.

- Real-time WhatsApp support.

## Comfort Package Add-Ons (Tier 2)

Stress turns to rhythm. We upgrade basics into comfort.

- Pre-move deep cleaning.
- Handyman coordination (TV mount, shelves, small fixes).
- Emergency contact pack (police, clinics, plumber, etc.).
- 48-hour post-move support.
- WhatsApp settling-in reminders.

## Signature Experience (Tier 3)

For clients who want curation, pace, and the premium finish.

- Branded Welcome Box (with 5Star Relocation essentials, tools, towels).
- Photographer/Content Creator shoot to mark your milestone.
- Power backup consultation (UPS/Inverter).
- Furniture rental or storage coordination.
- In-home massage session.
- Post-move self-care checklist.
- 72-hour VIP follow-up call.

## Monthly Subscription Services

Choose consistency. Our subscriptions convert chaos into calm.

### **5Star Home Warranty (Standalone)**

We shield your budget from breakdowns across electrical, plumbing, and major appliances - including geysers and motorized gates. When something fails, we dispatch vetted professionals. If we can fix it, we fix it. If the issue persists, we replace. Transparent service fees, clear limits, and responsive support mean fewer surprises and faster recoveries.

- Electrical & plumbing cover.
- Appliance protection for everyday essentials.
- Geyser & motor-gate protection.
- Fast, reliable home repair response.

Convenience is the product: one number to call, one team you trust, one plan that actually works.

### **PestCare**

A healthy home is a pest-free home. Our licensed partners treat, monitor, and prevent - indoors and out.

- Ants, cockroaches, spiders, rodents, and more.
- Mosquitos, termites, fleas, bed bugs (targeted programs).
- Indoor & outdoor pest control, with scheduled follow-ups.

### **Home Maintenance**

One dependable handyman away from order. We keep small things small.

- Monthly handyman visit for inspection and light fixes.
- Minor repairs, paint touch-ups, shelf installs and more.
- Preventative care that extends the life of your home.

### **Appliance Health+**

Extend the life of your appliances with scheduled servicing and smart support.

- Scheduled servicing and annual deep cleans.
- Smart appliance support and basic troubleshooting.
- Performance logs to catch issues early.

### **Lifestyle Add-Ons**

Convenience you can feel - curated services that save time and add lift to everyday living.

- In-home massage service.
- Home deep cleaning and periodic detail cleans.
- Grocery restocking (optional).
- Garden & pool service.
- Bottled water delivery.
- Pool cleaning programs (chemical balance, debris removal, pump checks).
- Lawn care plans (mowing schedules, edging, seasonal treatments).

## Vetted & Licensed Professionals

We work with licensed, insured, and rigorously vetted agents and service professionals. Background checks, credential verification, and performance reviews are non-negotiable. Every visit is documented; every outcome is measured.

The result is reliability you can schedule - consistent standards, verified workmanship, and clear accountability.

## Communication & Security

We protect your time and your data. Our communication is fast and traceable, and your information stays locked behind secure systems.

- Encrypted workflows and protected databases.
- Use of layered VPNs and access controls for internal systems.
- Clear consent practices and least-privilege access for staff.
- Incident response playbooks and regular security hygiene.

## Confidence, Goals & Our Premium Approach

We don't chase scale - we cultivate trust. Our premium approach is measured by what our clients feel: clarity before a job starts, care while it's in progress, and confidence when it's done.

- Consistency in service quality.
- Security in every transaction.
- Confidence that once you call us, the problem is solved.

We don't just provide services. We provide peace of mind, structured excellence, and premium convenience.

## Payment Methods

For your protection and smooth operations, we only accept:

- EFT / Bank Transfers (local & international).
- Debit & Credit Cards (Visa, Mastercard, Amex, Diners Club, Discover - no UnionPay/JCB).
- Digital Wallets & Mobile Payments (Apple Pay, Google Pay, Samsung Pay, PayPal).
- Direct Debit / Recurring Payments (for subscriptions).

We do not accept cash, cheques, cryptocurrency, money orders, or unverified third-party payments. For EFTs, please upload proof of payment. Only pay into 5Star Relocation's verified bank accounts or official payment gateways.

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## Ready When You Are

When life needs doing, call 5Star. One request. One coordinated response. One standard: premium.

**Call: 068-520-6114 • Email: [5starrelocation.sa@gmail.com](mailto:5starrelocation.sa@gmail.com)**

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