

Playful Pal because we care!

Drop-in care -Dog Walking -Boarding- Daycare* for our Pals

Thank you for choosing Playful Pal Pet Sitting to care for your pets!

The contract is attached and should be printed double-sided.

First few pages are for your reference. The remaining pages, labeled "Service Agreement," should be completed, signed and left for us at the start of care for home visits or provided at drop-off for boarding/daycare.

We encourage clients to include as much relevant information regarding their pal/s. The more details shared about your pet, the smoother and more personalized we can make the stay or visit for in-home care, daycare and boarding.

Spots fill quickly, especially around holidays. To best meet your family's needs, book early to ensure availability.

Questions? Visit the FAQ page for common questions, or feel free to reach out directly.

We're thrilled to get to know you and your pets. Thank you again for your trust—we look forward to providing loving, reliable care.

Warmly,

Playful Pal Pet Sitting

"Because we care!"

Emilia Sheynkman

(916) 705-1275

playfulpalpetcare.com

To View or Post Reviews:

Yelp: Playful Pal Pet Sitting

Google.com - Thumbtack.com - Rover.com - Care.com

Availability & Restrictions apply for all services

Payment: Venmo @emiliasheynkman or Cash

Playful Pal Pet Sitting

2025 Holiday Rate Dates

Jan 17-20: MLK Weekend
Feb 14-17: President's Day
April 11-21: Spring Break (Roseville)
May 23-26: Memorial Day
Jul 1-5: 4th of July
Aug 30- Sept 2: Labor Day
Nov 21-30: Thanksgiving
Dec 19 - Jan 5 (2026): Christmas & New Year's

Complimentary Services (Upon Request):

Watering Indoor Plants
Collecting Mail/Packages
Adjusting Curtains/Lights
Weekly Curbside Pickup
Feeding Fish (if applicable)
Daily Visit Updates: text/images
Oral Medicine Administration (as directed)

Boarding Info

- **Pick-Up & Drop-Off: By Appointment Only:**

We will meet outside via the side yard at the scheduled time. We avoid using the front door to reduce barking and keep the experience calm for everyone.

- **Running Late or Arriving Early?**

If you're running behind or would like to come earlier, please text to check availability. I often have drop-in appointments and may not be home.

- **Going-Home Walk:**

A short walk (10–15 minutes) is provided before departure to help your pup transition before going home.

What to Pack

To make a smooth transition for your pet's staycation, please bring:

- T-shirt or blanket with your scent (great for comfort and eases anxiety!)
- Enough food/snacks/treats for the entire stay along with a few additional portions as a precaution
 - Pre-measured servings or a measuring cup for accurate portions
- Bed or blanket to recreate the comfort and warmth of home
- Favorite toy or two
- Walking accessories (harness/leash)
- Optional: Brush, wipes, pee pads, or any other daily care items
- Optional: Bowls (depending on your pet's preference/needs)

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Pet Sitting Service Agreement

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Cancellation & Refund Policy:

All services are reviewed on a case-by-case basis.

2-Strike Rule: We provide each pup with two full reservations to determine if they are a good fit for our family, considering potty accidents, barking, and mischief. If after the second stay potty accidents continue, we will unfortunately suggest alternative care options.

As-Needed Services

Daycare, Boarding, Drop-Ins, On-Call, Temporary, Seasonal, and Weekend Jobs

If a service has already begun and was paid for in advance, no refunds or credits will be issued for shortened care or unused days. This is because the time was specifically reserved for your pet and cannot be rebooked with another client.

In cases where less than 24 hours' notice is given for a change or cancellation, the full visit rate may still apply. However, for extended bookings lasting 10 days or more, a partial refund may be evaluated.

Short-Notice Bookings or Changes to End Dates (After Service Has Started)

No refunds will be provided if the client decides to return home earlier than the agreed-upon end date. Full payment for the entire booking will be retained unless previously discussed with reasonable time frame.

If the trip is extended or delayed, and care cannot be extended due to lack of availability, the emergency contact may be asked to step in.

Modifications Before Service Begins

All Services: Changes to your booking may be made without penalty if submitted at least 3 days prior to the scheduled start of service and are subject to availability.

- When possible, allow a minimum of 7 days' notice for cancellations.
- Cancellations within 24 hours of the scheduled care will result in a full-service fee.

Boarding and Travel-Related Drop-Ins:

If cancellation notice is given 3 days or less before the start of care, a minimum fee of two days of service will be charged.

- This policy does not apply to regularly scheduled, full-time weekly clients for drop-in and daycare*

Regular Weekly Services

Includes Consistent Drop-In Visits and Daycare

Cancellations made with more than 24 hours' notice will receive a credit toward the next scheduled visit.

- Frequent cancellations may incur a partial or full charge, depending on the circumstances.

I have read and understand the policy stated above. **Client Signature:** _____ **Date:** _____

Playful Pal Pet Sitting Service Agreement

Booking & Availability:

Limited Availability: Space is limited:

We encourage clients to book services as early as possible—ideally with 1 to 2 weeks' notice. While we do our best to accommodate all requests, advance notice does not guarantee availability.

Scheduling is based around existing appointments. We ask for flexibility with your preferred drop-off and pick-up times as well as in-home visits. Please let us know your ideal times, and we will make every effort to meet them as closely as possible.

Payment is due in full on or prior to the first day of scheduled care, with the exception of the initial service.

For the initial visit, 50% of the fee is requested upfront, with the remaining balance due upon completion of the job or key return via cash or Venmo.

Note: If a reservation is booked within 3 days of the service date, full payment is required at the start of care.

- If a payment is reversed due to insufficient funds, the pet owner will be responsible for any fees incurred as well as the full amount originally owed.

Holiday Bookings: Applicable to all services: A \$5 to \$10 rate will be added to a set of dates during holiday periods.

Grace Period: The daily rate includes a 24-hour period starting at the drop-off time. We offer a 3-hour grace period to allow for minor delays in pick-up such as traffic, flight delays or emergencies. It is not intended to use to extend the reservation or daycare. If your pet is picked up more than 3 hours after the 24-hour window, an additional charge will apply. Notify Playful Pal of delays as soon as possible, if any changes need to be made. Visit, the FAQ Tab on playfulpalpetcare.com for additional information.

COVID-19 Policy:

All parties, including Playful Pal staff, are required to disclose any known recent exposure to COVID-19 prior to the start of services. If all parties mutually agree to proceed with care despite such circumstances, Playful Pal cannot be held liable in the event that illness occurs during the service period.

- A touchless pick-up and drop-off option is available upon request, if needed.

Vaccine Policy: Due to smaller group sizes and ample outdoor activities, Bordetella or other boosters are not required for pup staycations. However, all vaccines required by your groomer, such as puppy shots and Rabies, must be up to date.

Photo Release Authorization

(_____) I give permission for Playful Pal Sitters to take photos of my pet(s). These may be used by Emilia Sheynkman, Owner, for professional use such as advertising, promotions, or sharing positive pet care with future clients.

(_____) I consent to Playful Pal adding my contact information to a private list for holiday messages and occasional updates throughout the year.

I have read and understand the policy stated above. **Client Signature:** _____ **Date:** _____

Playful Pal Pet Sitting Service Agreement

Drop-In Visits:

As a Playful Pal sitter, I will respect your home and care for your pet(s). I will arrive at a timely manner and ensure the pet has enough water, food and playtime before I leave.

Permit a 3-hour window around your requested visit time to ensure each family receives personalized, one-on-one care.

Key Policy:

Key Pickup/Drop-Off: A \$15 fee applies each time a key is picked up or returned. This fee is waived if the key is allowed to remain with the sitter for future use. Alternatively, clients may choose to leave the key on the property for the sitter to access at the start of care.

(____) **Owner agrees to notify the Pet Sitter if anyone besides the Pet Sitter has keys or access to the Owner's property during drop-in visits while care is being provided.** The Pet Sitter is not liable for any damage caused to the home or pets by others with such access. Additionally, the Pet Sitter is not responsible for any damage caused by pets to the interior or exterior of the home when the Pet Sitter is not present.

(____) **If an alternate key-holder is granted access,** their visit times must not overlap with the scheduled drop-in care. If anyone is present in the home during the scheduled visit, the visit will be canceled and not refunded. Prior arrangements should be made to prevent any overlap. The home must be vacant at the time of care.

Sitter Emergency or Illness:

If the sitter becomes ill or experiences an emergency, a shortened visit may occur to cover essential care needs. When available, a backup caregiver may be assigned to complete the visit. If no backup is possible, the owner will be informed right away.

(____) **In the event that a backup sitter is needed,** I authorize Emilia Sheynkman to have a designated team member accompany her during a single shadow visit. This team member will be introduced to my pet(s) and provided with all necessary care instructions to ensure continuity of care. I will be notified in advance of the shadow visit and any dates requiring backup coverage.

I have read and understood the Contract Agreement and Waiver of Liability. I release Emilia Sheynkman and her designated team members from responsibility for any unforeseen or unintentional incidents that may occur during the course of care. I trust their judgment in handling such situations and release them from any liability.

I confirm that I have reviewed and agree to the terms above, and I trust that Emilia and her staff will exercise sound judgment while caring for my pets in my home, during daycare, or while boarding.

Client Signature: _____ **Date:** _____

Playful Pal Pet Sitting Service Agreement

Waiver of Liability

- I understand that having someone else care for my pet involves certain risks, especially at the beginning of the pet-sitter relationship. I recognize that my pet's behavior may be unpredictable or different in my absence. To the best of my knowledge, my pet has no medical or behavioral issues that would make it unsafe or inappropriate for Playful Pal to provide care. I am choosing to proceed with these services willingly and confirm that all potential risks have been clearly explained to me. I give my full consent for my pet to be cared for during the scheduled service period, fully aware of and accepting those risks.
- If my pet has underlying medical conditions that may require attention during an extended trip, I agree to notify my veterinarian in advance and authorize two individuals to make medical decisions on my behalf: Emilia Sheynkman, and a designated emergency contact.
- **Veterinary Authorization** I give permission to Playful Pal, Emilia Sheynkman, and her appointed team members to act on my behalf if my pet requires medical attention during any scheduled service. I understand and agree that I am fully responsible for all costs related to any veterinary care deemed necessary by a licensed veterinarian.
- You acknowledge and agree that if my pet requires medical attention during care, Playful Pal and its associates will not be held liable for any injuries, expenses, or outcomes that may result. I understand the potential for health decline, especially in pets with pre-existing conditions or advanced age, and accept this risk. Additionally, if my pet causes harm to another animal or person, I take full responsibility for any injuries or damages and release Playful Pal and its associates from all related claims or costs.
- If an injury occurs to a third party, my pet, or the pet-sitter—despite full precautions being taken before or during any incident involving bystanders—I will not hold the sitter liable. I agree to cooperate fully to assist in resolving any such incidents. These include, but are not limited to, animal attacks on pets or people, unexpected health declines, or pet escapes during or around the time of care. If the sitter is unable to complete services as agreed, they will make all reasonable attempts to notify me or my emergency contact and to find a replacement.
- This agreement releases Playful Pal and its associates from all liability related to any injuries or incidents involving my pet while services are being provided, whether on-site or off-site (including boarding or in-home care). By signing this waiver, I agree to hold Playful Pal and its associates entirely free from any liability or financial responsibility for injuries incurred, regardless of whether those injuries arise from non-negligence or unforeseen circumstances beyond the caregiver's control.
- By signing below, I confirm that I have read, understood, and agree to all the terms of this waiver. I waive any right to bring legal action or pursue claims against Playful Pal and its associates for any reason. I also commit to providing full, honest, and transparent information about my pet's behavior—both positive and negative—to ensure the safety and wellbeing of Playful Pal, its staff, the community, and my pet wellbeing. In return, I expect my pet(s) to receive attentive, focused, and dedicated care from the pet-sitter throughout the entire service. I understand and trust that Playful Pal will provide responsible care, and I agree to maintain open communication to support a safe and positive environment for all involved.

I, _____, fully understand and agree to the above terms. **Signature:** _____ **Date:** _____

Playful Pal Pet Sitting Service Agreement

Frequency of Care: Drop-in

Dates Needed for Care: _____

☐ Daily ☐ Every Other Day ☐ Specific Days/Times: _____ Total Visits per Day: _____

Rate per Visit: \$ _____ Subtotal: \$ _____

Boarding/ Daycare:

Dates Needed for Care: _____

Drop-Off Time: _____ Pick-Up Time: _____ Total days for service: _____

Rate per care: \$ _____ Subtotal: \$ _____

Holiday Rate: Additional \$5–\$10 per 24hrs./ Drop-in: TBD

Owner Information

Name(s): _____

Address: _____

Phone Number: _____

E-mail Address: _____

Emergency Contact Name: _____

Phone Number: _____

Relationship: _____

Veterinary Name and Contact: _____

How did you hear about Playful Pal? _____

Total number of pets under care: _____

Home Access & Visitors

Will anyone else be visiting your home while your pets are in our care?

☐ No ☐ Yes

If yes, please explain:

Note:

Drop-In Care:

Notify the sitter if anyone (like cleaners or other service providers) will be at or near the home. The home must be empty during each visit. Visits may be skipped if someone is home, unless previously discussed.

Playful Pal Sitters are pleased to provide daily text updates with a photo/video during each day of care.

Specific request: _____

Playful Pal Pet Sitting Service Agreement

Pet Information

Was the pet a Rescue? ☐ Yes ☐ No

How long have you been caring for the pet(s)?

Spayed / Neutered / Not Altered / Planning to Alter: _____

List all pets living in your home:

	Name	Breed	Gender	Age	DOB
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____

Pet Information:

Health, Habits & Behavior

Please note any behaviors, habits related to current medical condition or personality we should be aware of (e.g., anxiety, aggression, excessive barking, seizures):

Current conditions, habits, or allergies to monitor:

History of any of the following (check all that apply):

☐ Worms ☐ Ringworm ☐ Fleas ☐ Ticks ☐ Mites ☐ Foxtails ☐ Other: _____

Please describe any previous treatments for the above:

Playful Pal Pet Sitting Service Agreement

Medication

Is your pet currently on any medication? Yes ☐ No ☐

If yes, please explain the purpose and provide dosage/directions:

Food Allergies

Does your pet have any known food allergies? Yes ☐ No ☐

If yes, please list:

Feeding & Medication Schedule

Meal times (including snacks and medication schedule):

We occasionally provide small portions of deli turkey or cheese to encourage appetite.

Is this acceptable for your pet? Yes ☐ No ☐

Feeding Instructions (portion size, frequency, special instructions):

Feeding Behavior (e.g., food aggression, picky eater, eats quickly, requires supervision):

Water Preference ☐ Tap ☐ Filtered ☐ Bottled

Daily Routine / Bedtime Routine / Potty Schedule:

- Where does pup sleep at home? (circle all that apply)
Our bed | Crate | Crate in our room | Other: _____
- Crate Trained: ☐ Yes ☐ No

Potty Schedule:

First potty time: _____ Last potty time: _____ Frequency (how often per day): _____

Bedtime routine details: _____

Playful Pal Pet Sitting Service Agreement

Misc. details: Good to Know:

Behavior / Walks:

- **Leash behavior:**

☐ Bark at others ☐ Lunge at other dogs ☐ Lunge at people

Any history of biting/aggression toward people or other animals (at home or on walks)?

If yes, please explain: _____

- **Mischievous habits:**

☐ Gets on table to eat scraps ☐ Goes into trash ☐ Eats things not supposed to

☐ Escape artist ☐ Runs out when door/gate is open

☐ Digging ☐ Chewing

Explain any checked above:

- **Fears / Triggers / Likes / Dislikes:**

(e.g., fear of loud noises, dislike being lifted, etc.)

- **Behavior management strategies:**

(What commands, rewards, or methods are used to curb unwanted behavior at home or on walks?)

Please use this space for any additional information that is valuable for the care of your pet:

We look forward to caring for your fur-babies!