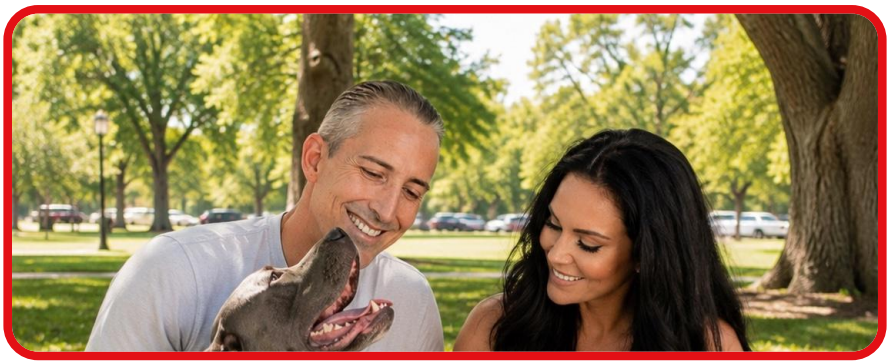
NEW CLIENT WELCOME PACKET

PAWsome Companions, LLC.
PROFESSIONAL PET CARE SERVICES

WELCOME TO THE PAWsome FAMILY!

Professional Care. Familiar Routines. Total Peace of Mind.

"Not an app. Same faces. Same routine. A team your pet actually knows."



Professional Pet Sitting • Dog Walking • Overnight Care • Extended Care • Specialty Support

Serving Simi Valley, Ventura County & Select Los Angeles County Communities

LICENSED
Official LLC, operating legally.

BONDED
Your home and your things protected.

INSURED
Business insurance covering pets & property.

4.8 STARS ON GOOGLE
42 reviews from local families.

Let's Chat About Your Pet's Care!



(805) 206-0349
info@mypawsomecompanionsllc.com · pawsomecompanionsllc.com

PET CARE SERVICE HOURS
Mon–Fri 5 AM–11 PM
Sat–Sun 6 AM–11 PM

Open 365 days a year · Phones monitored 7:00 AM – 7:00 PM daily, even on holidays

A WARM WELCOME

We're So Glad You're Here!



Your pets have a special place in your heart—and we are honored to become part of their lives.

Thank you for choosing PAWsome Companions, LLC. We understand that trusting someone with your pets and inviting them into your home is a deeply personal decision. You deserve to feel comfortable with the people providing care, confident in their preparation, and reassured that your instructions and your pet's individual needs truly matter.

Since 2017, we have built our business around compassionate care, professional standards, clear communication, and lasting relationships with the families we serve. We take time to learn the details that make your pet feel secure: their favorite walking route, carefully measured dinner, preferred hiding place, medication routine, bedtime ritual, and the little quirks that make them uniquely themselves.

Whether your pet is outgoing, shy, energetic, medically fragile, or slowing down with age, we approach their care with patience, respect, and thoughtful attention. Our goal is to become a familiar, trusted part of your pet's life—and a dependable resource your family can turn to again and again.

We look forward to meeting you, learning what helps your pet feel happy and comfortable, and building a relationship based on trust.

Warmly,

Amber Johnson & Douglas Schmachtenberger

Owners, PAWsome Companions, LLC.

Your pet's happiness is always our PAW-ority! ❤

MEET THE TEAM

Hi, We're Amber & Douglas!



Amber Johnson — Co-Owner & Founder

Certified Pet Care Professional (CPCP) · Fear Free® Certified Professional (FFCP) · Pet First Aid & CPR

Hello, amazing pet parents! My love for animals runs deep — it's the heart of everything I do. Through DogNostics I've earned my CPCP, plus Fear Free® certification, and I've completed extensive training to support pets with unique medical, behavioral, and emotional needs — from pups managing cancer or anxiety to seniors with mobility challenges. My commitment to learning never stops.

I take a personalized, fear-free approach to every visit: helping a senior dog move more easily, comforting a shy rescue, or administering medication with gentle patience. When your pets are with me, they're not clients — they're family. At home I'm a proud dog mom of three: **Gunnar**, my gentle Great Pyrenees; **Canelo**, my spirited Pit Bull Terrier; and **Remi**, my sweet rescue Bulldogge with the famous wiggle butt. Since 2017, I've been giving Ventura County pet parents total peace of mind. ❤

Douglas Schmachtenberger — Founder & Co-Owner

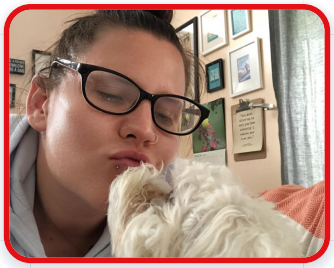
Certified Professional Sitter & Dog Walker (CPS-DW) · Pet First Aid & CPR

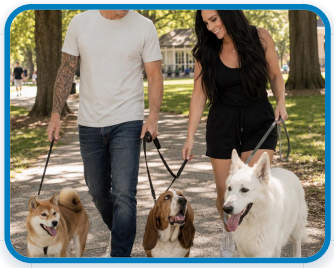
Hi there! I bring discipline, patience, and adaptability to every visit — skills that serve me especially well with larger dogs and strong, dynamic temperaments. Through the Professional Pet Care Association (PPCA) I've earned my CPS-DW, and I customize every walk to your pet: from leisurely strolls for seniors to energetic outings for active dogs. To me, walks are far more than routines — they're chances for dogs to explore, exercise, and socialize in safe, enriching ways.

I'm also passionate about enrichment and well-being — thoughtful nutrition, engaging playtime, and positive reinforcement that builds confidence. Loyalty, respect, and dedication guide everything I do, and I treat every pet as if they were my own. At home I share life with my partner and co-owner Amber and our three rescue companions.

Our full team is **bonded & insured**, Pet First Aid/CPR certified, and trained in feline behavior, senior pet care, and Fear Free® handling.

Doing what we love most ❤









MEET THE TEAM

Meet Our Backup Sitter

The trusted backup behind every visit.



Adam Castanello — Professional Pet Sitter & Behavioral Specialist

Adam is a Professional Pet Sitter and Dog Walker with a passion for safe, reliable, compassionate care. He specializes in canine behavior — reading body language and understanding breed traits, puppy development and behavioral cues — which helps him build trust quickly and keep every walk and visit calm and low-stress.

From energetic puppies to senior companions, Adam treats every pet like family.

Adam steps in as our trusted backup sitter when Amber and Douglas are unavailable, so your pet always sees a familiar, qualified face.

Who cares for your pet?

Amber and Douglas personally handle routine care and back each other up on every booking, so coverage never depends on a stranger. Adam is our per-diem backup sitter, introduced to you and your pets before he ever visits alone.

Every PAWsome caregiver is **background-checked** (AcuTraq) and **Pet First Aid/CPR certified**, and trained to the same professional standards — so your pet always receives the same exceptional care, no matter who visits. ❤

OUR STORY

LOCAL ROOTS. PROFESSIONAL STANDARDS. PERSONAL RELATIONSHIPS.

PAWsome Companions, LLC. is a locally owned, family-operated professional pet-care company founded in 2017. What began with a love of animals and a desire to provide dependable care has grown into an owner-operated team serving families throughout Simi Valley, Ventura County, and select Los Angeles County communities.

We are not a gig-service platform or a revolving list of unfamiliar caregivers. We believe clients should know who may enter their home, understand how care is coordinated, and feel confident that every authorized caregiver is working from the same current instructions.

Meet the owners behind this care, Amber & Douglas, on the previous page.



A TEAM YOU CAN GET TO KNOW

PAWsome Companions is supported by a professional, background-checked caregiver team following shared standards for animal handling, communication, home security, visit documentation, and emergency response. During onboarding, we discuss your primary and backup caregiver arrangements and introduce the appropriate team members to you and your pets.

Every authorized caregiver works from the same current care plan — feeding routines, medication instructions, behavioral information, walking preferences, comfort needs, home-access procedures, veterinary contacts, and emergency directions. Important updates are documented so the team is not relying on memory or incomplete verbal messages.

PROFESSIONAL EDUCATION BEHIND THE CARE

Education and certifications in pet sitting, dog walking, animal care, pet first aid and CPR, canine behavior, and Fear Free, force-free, low-stress handling practices. Team members complete orientation, shadow experienced caregivers, and demonstrate required skills before working independently.

A PATIENT, FORCE-FREE APPROACH

We adjust our pace, body language, and interaction style to each pet. For a shy or fearful animal, that may mean entering quietly, offering space, and allowing trust to develop gradually. For an energetic or reactive dog, it may mean calm handling, controlled transitions, and additional distance from triggers. We never rely on punishment, intimidation, or forced interaction.

OUR SERVICES

Care Designed Around Your Pet's Real Life





Pet Sitting & Drop-In Visits

Available in 15-, 30-, 45-, and 60-minute options, in-home visits may include meals, fresh water, potty breaks, litter or habitat care, approved medication assistance, playtime, enrichment, companionship, and basic pet-related cleanup. We help clients choose enough time for the number of pets and responsibilities involved.

15 min | 30 min | 45 min | 60 min

GPS-Tracked Dog Walking

Our 30-, 45-, and 60-minute walks are tailored to each dog's pace, energy level, age, behavior, and comfort. Walks provide exercise, bathroom opportunities, and enriching time to sniff and explore. We monitor equipment, surroundings, pavement, weather, traffic, wildlife, and other safety conditions throughout the service.

30 min | 45 min | 60 min

Cat & Small-Animal Care

We care for cats, kittens, rabbits, guinea pigs, hamsters, birds, reptiles, fish, and other companion animals according to their routines and species-specific needs. Care may include feeding, fresh water, litter-box or habitat attention, approved medications, enrichment, and observation of appetite, elimination, behavior, mobility, and overall comfort.

We never force interaction with a frightened or hiding pet.

15 min | 30 min | 45 min | 60 min

PAWsits | Hourly Sitting & Extended Care

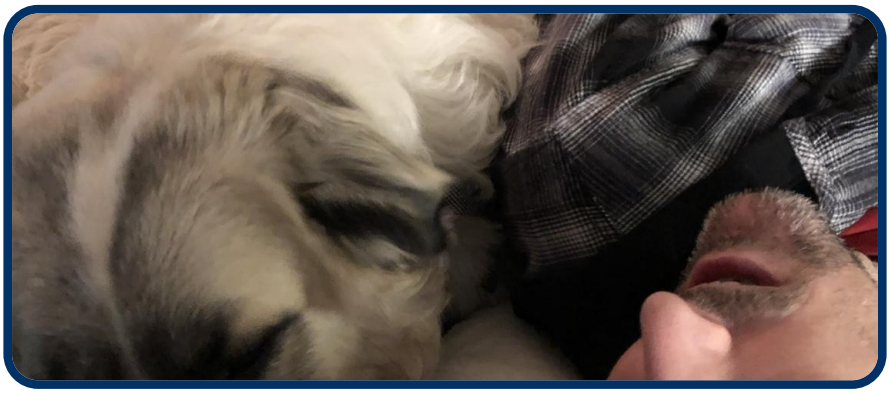
PAWsits provide longer periods of personalized companionship and supervision when a standard drop-in visit is not enough. Available in 4-, 6-, 8-, and 12-hour options, they are well suited to puppies, senior pets, pets with separation concerns, recovering animals, or households needing more continuous support.

4 hr | 6 hr | 8 hr | 12 hr

EXTENDED CARE

More Time, More Support, Care That Fits the Moment





OVERNIGHT COMPANION CARE

Our in-home Overnight Companion Care provides evening, overnight, and morning support while helping pets remain comfortable in their normal environment. Care may include meals, water, bathroom breaks, approved medication assistance, playtime, companionship, and familiar bedtime and morning routines.

Available in 12-, 15-, and 18-hour options, overnight care is ideal for pets who become anxious when alone, puppies, seniors, special-needs animals, and families who want greater peace of mind while traveling. Midday visits may be added when more daytime support is needed.

Overnight Companion Care is not uninterrupted 24-hour supervision unless a separate 24-Hour Live-In service has been arranged.

24-HOUR CARE OPTIONS

Our 24-Hour Come & Go and 24-Hour Live-In services provide more comprehensive support for pets with greater companionship, supervision, or routine needs. Come & Go care permits agreed-upon caregiver absences, while Live-In care is arranged for households requiring a continuous presence. The exact structure is confirmed in the approved care plan.

SPECIALTY SUPPORT

Extra Time. Skilled Support. Gentle Care.





PUPPIES, SENIORS & SPECIAL-NEEDS PETS

Some pets need more frequent bathroom breaks, a slower pace, mobility assistance, additional supervision, help maintaining routines, or extra patience during transitions. We discuss those needs during your consultation and recommend the visit length and level of support that best fit the household.

VETERINARY DISCHARGE & RECOVERY SUPPORT

Bringing a pet home after a procedure or hospital stay can come with unfamiliar instructions and a demanding schedule. Our recovery support helps families carry out an established veterinary care plan at home.

An approved plan may include:

- ✓ Recovery-focused visits or extended supervision.
- ✓ Support with rest, activity restrictions, and safe movement.
- ✓ Approved medication-routine assistance.
- ✓ Observation of appetite, comfort, behavior, and bathroom habits.
- ✓ Documented updates about care and concerning changes.
- ✓ Transportation for discharge or follow-up appointments when arranged.

Requests involving insulin, other injections, subcutaneous fluids, or wound-care assistance require individual review. Acceptance depends on written veterinary directions, caregiver preparation, safety, and our authorized service scope.

PAWsome Companions is not a veterinary practice. We do not diagnose, prescribe, change dosages, alter veterinary treatment plans, or replace emergency veterinary care.

EVERY VISIT

What Every Visit Includes



🐾 For your pet

- ✓ Fresh water and meals served exactly per your instructions
- ✓ Potty breaks and litter box scooping
- ✓ Playtime, cuddles, and enrichment matched to their personality
- ✓ Medication and special-needs care as instructed
- ✓ Exercise on walks, tailored to their age and energy level

🏠 For your home

- ✓ Mail and packages brought safely inside
- ✓ Lights, blinds, and trash handled per your routine
- ✓ Your home left clean — just as you left it

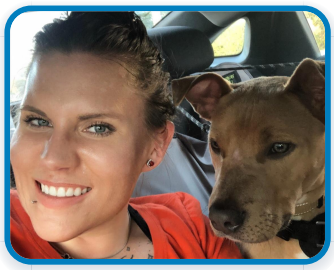
📱 For your peace of mind

Walkies app updates with every visit — detailed report cards with photos & videos and GPS-tracked walks. (See **Your Walkies Pet Journal** on page 13.)

Every visit is customized to your pet's unique routine and personality — never one-size-fits-all. ♥

Real moments from real visits ❤









STARTING RATES

Visits & Walks



Transparent starting rates — you'll always receive a personalized quote before booking. Rates current as of Fall 2026. ♥

🐕 Drop-In Dog Visits

15 minutes	**$23**
30 minutes	**$33**
45 minutes	**$43**
60 minutes	**$53**

🐱 Drop-In Kitty Visits

15 minutes	**$21**
30 minutes	**$31**
45 minutes	**$41**
60 minutes	**$51**

🚶 Dog Walking

30 minutes	**$31**
45 minutes	**$41**
60 minutes	**$51**

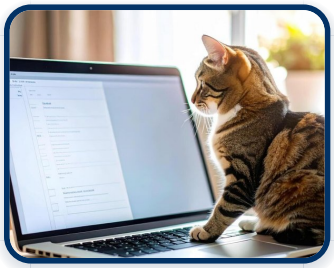
⏰ Hourly Pet Sitting

Adult cat	**$35/hr**
Adult dog	**$40/hr**
Puppy or kitten	**$50/hr**
Senior pet	**$45/hr**

Happy pets, happy walks ❤









STARTING RATES

Overnights & More



Extended care and recovery support — all starting rates. Rates current as of Fall 2026.

🌙 Overnight Companion Care

12 hours	**$125**
15 hours	**$155**
18 hours	**$185**
24-hr Come & Go	**$300**
24-hr Live-In	**$400**

🕐 Extended Hourly Sitting

4 hours	**$108**
6 hours	**$162**
8 hours	**$216**
12 hours	**$324**

🏥 Vet Recovery Support

Recovery support is quoted with your care plan. Ask us about medication-routine assistance, subcutaneous fluids, wound-care support, and vet transport — each arranged individually after review.

Extra fees at a glance

Arrival-window upgrade **$20** · Key trip **$25** · Lockbox purchase **$25** · Lockbox rental **$15** · Medication tasks **$5 per extra 5 minutes** · Parking delay **$10** · Card payments **2.9% + $0.30**

🎄 Holiday surcharges

A surcharge applies **only on Thanksgiving Day, Christmas Day, and New Year's Day**:

Standard visit	$15
Overnight care	$25
24-hour Come & Go	$35
24-hour Live-In	$50

All prices are **starting rates** and may vary by location, number of pets, holidays, or specialized care needs. Your detailed, personalized quote always comes before your reservation is confirmed.

SCHEDULING

Overnight Care & Multi-Visit Savings

Overnight care, plus savings when you book multiple visits per day. Rates current as of Fall 2026.

Overnight care packages

Overnight care is quoted with your care plan. Choose a 12-, 15-, or 18-hour overnight, add daytime visits as needed, or ask about our 24-hour Come & Go ($300) and 24-hour Live-In ($400) options. See starting rates on page 11.

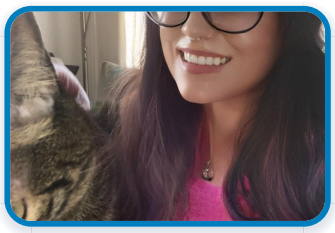
Discounted Daily Visits

More care. More value. More savings.

Visits Per Day	Schedule	Standard Price	Discounted Price	You Save
3 visits	AM – Midday or Dinner – Bed	~~$99~~	**$89**	**$10 (10% off)**
4 visits	AM – Midday – Dinner – Bed	~~$132~~	**$115**	**$17 (13% off)**
5 visits	AM – Midday – Dinner – Bed + Late Night	~~$165~~	**$140**	**$25 (15% off)**

Discounts apply to visits scheduled for the same day. Cannot be combined with other offers.

Sweet dreams, sleep tight ❤



STAY CONNECTED

Your Walkies Pet Journal



Knowing your pets are safe shouldn't require wondering how they're doing. Walkies keeps every visit, photo, and report in one convenient place.

What you'll receive during every visit

- ✓ **Photos & video snippets** capturing special moments
- ✓ **Detailed visit report cards** to keep you informed
- ✓ **GPS-tracked walks** for safety & transparency

How Walkies works

1. **Receive your PAWsome Connect Link** — a team member sends your personalized link to connect your Journal to PAWsome Companions.
2. **Create & complete your profile** — pet info, feeding routine, vet details, medications, care instructions, and home access.
3. **Review your agreements** — digitally acknowledge the pet-care agreement, veterinary authorization, and any service documents.
4. **Request your pet care** — request eligible services and review upcoming & past appointments right from your Journal.
5. **Receive updates while you're away** — visit timelines, photos, videos, and GPS routes, all organized in one place.

Keep your profile current! Please update medications, feeding, vet info, emergency contacts, home access, and behavior notes in Walkies — don't wait until a visit starts to tell us about a significant change. Download Walkies free in the App Store or Google Play.

Walkies reports are completed promptly after care whenever practical; they are not a live monitoring feed. Hands-on care and safety come first. Urgent concerns are communicated directly. Walkies supports your relationship with your caregiver — it never replaces it.

GETTING STARTED

Your Journey With Us Is Easy!



1 Become a Client

Fill out our secure **New Client Registration & Care Assessment** form and submit the **$25 consultation fee** — credited toward your first completed booking.

2 New Client Consultation & Behavior Assessment

We meet you and your pets! We'll review routines, observe comfort and behavior, answer your questions, and discuss home access and emergency planning. Your consultation lasts 45 minutes — book & pay online in minutes.

3 Personalized Care Plan & Meet the Team

Together, we confirm feeding, walks, medications, comfort preferences, behavioral considerations, access instructions, veterinary information, emergency contacts, arrival windows, and the selected care structure. We also discuss the primary and backup caregivers who may provide service.

4 Reserve Your Services

Review and approve your service schedule and invoice, submit the required **50% deposit**, and connect to Walkies. Your dates are reserved just for you. The remaining balance is due **72 hours** before care begins.

5 Relax

Enjoy true peace of mind knowing your pets are receiving compassionate, professional care from a trusted local team of experts.

6 Receive App Updates

Follow along in the **Walkies** app — visit updates, photos, and videos. (See **Your Walkies Pet Journal** on page 13.)

Booking tip: Availability is limited and reservations are first-come, first-served. We strongly recommend booking early — especially for holidays, school breaks, and summer travel.

A request is not confirmed until onboarding requirements are complete, availability is approved, the required deposit is received, and PAWsome Companions issues written confirmation.

NEW CLIENTS

Your Consultation, Step by Step



Every new client relationship starts with a relaxed, no-pressure visit. Here's exactly what happens.

1 Book & Pay Online

Schedule in minutes through Calendly. The **$25 consultation fee** is due at booking and is **credited toward your first completed booking**. Need to change plans? Just give us at least **24 hours' notice** to reschedule. Tip: enter your service address in the "Location" field so we can confirm you're in our service area.

2 Complete Your Form

Fill out our secure **New Client Registration & Care Assessment** form before we arrive. This gives us your pets' routines, feeding and medication needs, vet information, and emergency details in advance — **we're unable to do the consultation without it**, so please don't skip this step!

3 We Come to You

Your consultation lasts **45 minutes**. We'll meet **every pet in your home**, review their daily routines, observe comfort and behavior, walk through your home together, and discuss home access and emergency planning. Have your questions ready — ask us anything!

4 Your Personalized Care Plan

Together we confirm feeding, walks, medications, comfort preferences, arrival windows, and your selected care structure — plus the primary and backup caregivers who may provide service. We'll outline clear next steps so you know exactly how to reserve. Then you're ready to book!

Plan ahead: We recommend scheduling your consultation at least **two weeks** before you need care — availability is limited and reservations are first-come, first-served.

YOUR VISIT

What to Expect From Your Pet Care Visits



1 PERSONALIZED CARE

We follow your pet's written care plan, including approved feeding, water, walks, bathroom breaks, medication, enrichment, companionship, and comfort needs.

2 PROFESSIONAL ATTENTION

Your caregiver arrives within the scheduled service window, controls entry points, accounts for every expected pet, completes the approved responsibilities, and observes behavior and well-being.

3 DETAILED WALKIES UPDATES

After each visit, you receive a time-stamped Walkies journal with photographs, completed-care details, and relevant observations. Updates may include meals, water, bathroom activity, enrichment, medication support, and GPS information for applicable walks.

4 A SAFE, SECURE HOME

Before leaving, we make sure your pets are comfortable, tidy up, and secure your home — every door, gate, lock, and alarm checked. (See **Our Five-Star Service Standard** on page 23.)

OUR GOAL — We want you to understand how your pet's visit went—not simply that someone arrived.

BEFORE WE BEGIN

Before Your First Visit

Your pre-visit checklist

- ✓ **Walkies profile complete** — pet info, feeding routine, medications, vet details, and care instructions are accurate.
- ✓ **Agreements signed** — pet-care agreement and veterinary authorization acknowledged in Walkies.
- ✓ **Complete information for every pet** — every animal in the household disclosed, with current feeding, medication, behavioral, veterinary, and emergency instructions.
- ✓ **Supplies stocked** — enough food, medication, litter, waste bags, and pet-care supplies for the full booking, clearly labeled and easy to find.
- ✓ **Equipment & home access ready** — safe, properly fitted leashes, harnesses, carriers, and approved equipment; a secure lockbox and working physical backup key; accurate gate, alarm, parking, building-access, and home-security instructions confirmed and tested.
- ✓ **Vet & emergency contacts current** — your veterinarian's name and number plus a local emergency contact on file.
- ✓ **Balance paid** — remaining balance settled at least 72 hours before your first service.
- ✓ **Prompt notice of changes** — tell us about changes in health, behavior, medication, access, travel, or return plans.

How we communicate

Routine updates and messages live in **Walkies**, keeping everything connected to your pet's care. For scheduling and general questions, reach us during office hours — our phones are monitored **7:00 AM to 7:00 PM daily, even on holidays**.

In an emergency

While your pets are in our care, follow the emergency contact instructions provided at onboarding — day or night, don't hesitate to reach out. For urgent matters outside phone hours, call **(805) 206-0349** and leave a voicemail. ♥



We're Here When You Need Us

Call or text: (805) 206-0349 · **Email:** info@mypawsomecompanionsllc.com

BEFORE WE BEGIN

Getting Your Home Ready

A little prep before day one means a calm, smooth first visit — for your pets and your sitter.



Keys & Access

Provide working keys, fobs, or remotes for **every door, gate, and garage** we'll use — and test each one with us during your consultation so there are no surprises later.



Alarm & Entry Codes

Share your **alarm code, gate code, and any smart-lock codes**, then practice arming and disarming with us in person. A surprise siren is stressful for pets (and sitters!) — let's make sure we get it right together.



Vet Information

Leave your veterinarian's **name and phone number** — plus the nearest emergency vet clinic — posted somewhere easy to find, like the fridge. We keep a copy in your pet's file too.



Supplies Within Reach

Set out **food and treats, leash and harness, litter and waste bags, medications with written instructions, and cleaning supplies**. Show us where everything lives during the consultation walkthrough.



Emergency Contact

Name **someone local** who can reach your home quickly if you can't — a neighbor, friend, or family member — and make sure they know they're your backup.

Insider tip: Leave a quick note about your pets' quirks — favorite hiding spots, the treat jar location, the toy they can't live without. The little details help us love them like you do. 😊

GOOD TO KNOW

Payments, Cancellations & Details

Clear policies protect reliable care. A **50% deposit** is required to reserve approved dates, and the remaining balance is due **72 hours** before services begin. Dates may be released when required payment is not received. Additional charges (holiday care, additional pets, short-notice requests, parking, extended time, or specialized support) are disclosed through the quote or invoice.

Confirming your reservation

A reservation is confirmed once we've approved your dates **and** received your **50% booking deposit** (applied to your invoice — not an extra fee). When you book, we reserve that time just for you and may turn other families away.

Final payment & ways to pay

The remaining balance is due **no later than 72 hours before** your first scheduled service. Services can't begin while a required balance is outstanding.

Gratuities are never expected, but they're always appreciated by your sitter ❤

Credit & debit cards through Stripe · Apple Pay · Venmo · Cash App · Checks (with prior approval) · Cash (when arranged in advance).

Cancellation policy at a glance

Standard services

Cancel **5+ days** ahead → eligible credit toward future services.
Cancel **under 5 days** → 50% cancellation charge or deposit forfeiture.

Holiday services

Cancel **8+ days** ahead → eligible credit.
Cancel **under 8 days** → 50% cancellation charge or deposit forfeiture.
🎄 Holiday weeks fill fast — reserve early to guarantee your sitter.

Overnight & extended care

Cancel **14+ days** ahead → eligible credit.
Cancel **under 14 days** → 50% cancellation charge.

Same-day, en-route & no-show

Cancellations after a caregiver is en route, same-day cancellations, or no-shows may be charged **100%** of the affected service. Completed services are not eligible for cash refunds; qualifying amounts are issued as service credit.

ARRIVAL WINDOWS

Visit hours are Monday–Friday 5 AM–11 PM and Saturday–Sunday 6 AM–11 PM. Visits are scheduled within one of six three-hour arrival windows (see page 27). A one-hour window may be available for an additional $20 per visit. Exact-time and time-sensitive medication requests require advance review and written approval.

VACATION-CARE MINIMUMS

Adult dogs: at least **2 visits/day** (3 recommended). Puppies under 1 year: at least **five 45-minute visits/day**. Cats and small animals: at least **1 visit every day**. Kittens: at least **two 45-minute visits/day**.

CAMERAS & SHARED CARE

All animals must be disclosed; we serve as the sole pet-care provider unless another arrangement is approved in writing. Exterior cameras are permitted. Indoor cameras must be disclosed and turned off during active care; audio recording must be disabled.

About refunds & credits: We maintain a no-cash-refunds policy — qualifying amounts are issued as service credits (valid for one year, applied to future services). Planning far ahead? Reservations made more than 6 months in advance may qualify for a split payment schedule (25% at booking, 25% sixty days later, balance 72 hours before service).

HAPPY TAILS

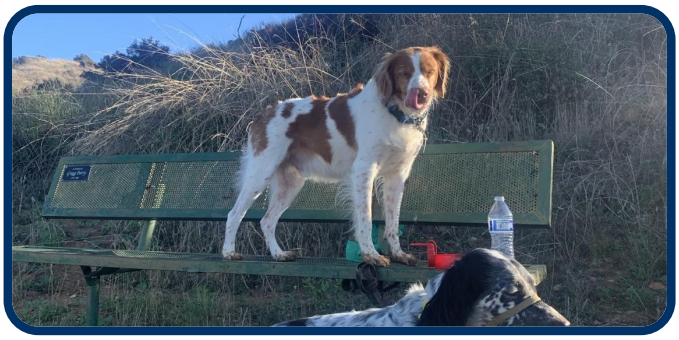
Happy Pets, Happy People

A few of the wonderful companions we've had the joy of caring for. ♥



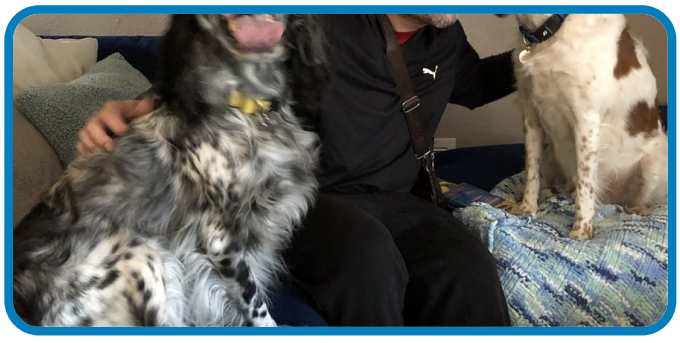


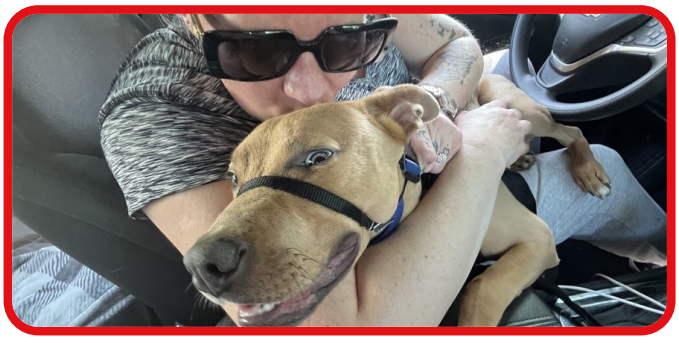












KIND WORDS

What Our Clients Say

★ ★ ★ ★ ★

"Douglas, my dog walker, has been incredible with Bailey, my German Shepherd mix who's timid and wary of strangers... Now she actually gets excited when he shows up for walks. Highly recommend them to anyone with a nervous pup."

— **Vivianna Guzman** · Google Review

★ ★ ★ ★ ★

"They're incredibly attentive and truly go out of their way to make sure your pet feels comfortable and cared for. We especially appreciated the frequent updates, with photos and notes, which gave us total peace of mind."

— **Andrea Blanco** · Google Review

★ ★ ★ ★ ★

"They provided regular updates, including photos and messages, which gave us peace of mind while we were away... When we returned, she was relaxed and well cared for — the best sign of a great sitter."

— **Ben Schiftan** · Google Review

★ ★ ★ ★ ★

"Doug and Amber took such good care of our Mama dog and Kiki kitty... they came through last minute and took such good care of our home too. We will use them again and recommend them to all our pet friends!"

— **Nicole Apperson** · Google Review

★ ★ ★ ★ ★

"Seven is typically shyer with walkers but always so excited to walk w/Doug. Today he literally ran out the door! I always know he is safe & he always comes back super pooped! Thanks Doug!"

— **Benjamin Turski, Porter Ranch** · Website Review

★ ★ ★ ★ ★

"They treated our furry friends like family... They are reliable and responsible, always leaving our home locked and secure. We recommend them highly for any pet or house sitting services!"

— **Emma Howels, Westlake Village** · Website Review

★ ★ ★ ★ ★

"Amber and her team are the best! They are great with both of my dogs, but especially my rescue who has trouble trusting new people."

— **Heather Kennedy** · Google Review

★ ★ ★ ★ ★

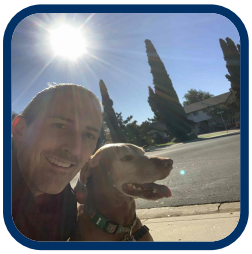
"They did an amazing job! We cannot imagine anyone taking better care of our pets... Our house was left in better condition than we left it and our pets were very happy!"

— **Andrew Fisher** · Google Review

Loved your experience? We're proud of our 4.8-star average across 42 Google reviews — if you loved your visit, we'd be so grateful if you shared it! ♥

REFERRALS

Share the Love, Earn Rewards



The biggest compliment you can give us is trusting us with someone you love. Here's how we say thank you.

1 Tell a Friend

Know a fellow pet parent who'd love PAWsome care? Send them our way — share our website, hand them a brochure, or just tell them your story.

2 They Book & Complete Care

When your friend books and completes their first service, just make sure they mention your name so we can credit you.

3 Get Rewarded — Both Ways!

When your friend books and completes their first service, **you BOTH get rewarded** — no choosing required!

Here's how we say thank you:

🐾 **Give back:** we donate **$10–$20 to the animal shelter or rescue of your choice** (based on their total booked services) — the donation is made in your name, and we donate the money. Your kindness helps pets beyond our client family.

🏷️ **You save:** enjoy **10% OFF your next booked service** — our treat for spreading the word.

🎉 **They save:** your friend gets **10% OFF their first booking** — a warm welcome to the PAWsome family.

There's no limit — refer as many friends as you like! Rewards are issued after your friend's first completed service. Donations go to registered animal-focused nonprofits.

THE PAWSOME DIFFERENCE

Our Five-Star Service Standard



Professional care means more than completing a checklist. It means learning your pet's routine, noticing meaningful changes, communicating honestly, protecting your home, and taking responsibility for every detail from arrival through secure departure.

1. **SAFETY FIRST** — We assess conditions before acting, use required equipment, control doors, gates, and other transition points, and modify care when weather, behavior, health, access, or another condition creates an unreasonable risk.

2. **PROFESSIONALISM ALWAYS** — We arrive prepared and within the assigned service window, respect boundaries, protect confidential information, and complete the full responsibility entrusted to us.

3. **COMMUNICATION MATTERS** — We provide timely, factual, and kind updates. Meaningful concerns are reported promptly through the appropriate channel rather than being left only in a routine note.

4. **ATTENTION TO DETAIL** — We follow the current written care plan, account for every pet, confirm required tasks, and observe changes. When something is unclear, we verify rather than guess.

5. **LEAVE EVERY HOME BETTER** — We restore care areas, clean service-related messes, return supplies, check your pet's comfort, and verify that doors, gates, barriers, locks, climate needs, and alarms are secure before departure.

🚨 **In an Emergency —** we contact you immediately and follow the vet instructions on file. Our team is Pet CPR & First Aid certified. Amber and Douglas back each other up, with a trusted backup sitter available when needed.

📞 **After hours —** our phones are monitored 7 AM – 7 PM daily. If something urgent can't wait until morning, call (805) 206-0349 and leave a voicemail.

The Professional Difference

- ✓ **Always a familiar face** — Amber and Douglas personally handle routine care and back each other up, 365 days a year.
- ✓ **Backup coverage** — if your sitter ever has an emergency, our trusted backup sitter steps in so care continues.
- ✓ **Owner-operated** — no revolving sitters, no app strangers.
- ✓ **Fully bonded, insured & protected** — our caregivers are background-checked and covered by our bond and insurance.
- ✓ **True professionalism** — easy online booking, visit updates in the Walkies app, ongoing training, Fear Free certified handling, background-checked caregivers.
- ✓ **Our PAWsome Promise** — compassionate care, professional standards, clear communication. Every pet, every home, every visit.

Recognized for quality care

2026 Quality Business Award — Best Pet Sitting Service in Simi Valley · **4.8 stars across 42 Google reviews**

CREDENTIALS

Certified, Insured & Trusted

We're one of the few **multi-certified** pet care providers serving Ventura and Los Angeles counties — professionally educated, fully accountable, and committed to the highest standards of safety and pet well-being.

🎓 Fear Free® Certified Professional

Specialized training in reducing fear, anxiety & stress at every visit.

⛑️ Pet First Aid & CPR Certified

Canine/feline first aid, CPR & choking response.

⭐ CPCP — Certified Pet Care Professional

Professional pet care certification through DogNostics, held by owner Amber Johnson.

⭐ 4.8 Stars on Google

42 Google reviews and counting.

🛡️ Fully Insured & Bonded

Comprehensive coverage through **Pet Care Insurance (PCI)**, underwritten by Lloyd's — including general liability, animal care/custody/control, lost-key protection, veterinary reimbursement & locksmith services. Every team member is **AcuTraq background-checked**.

⭐ CPS-DW — Certified Professional Sitter & Dog Walker

Professional certification through the PPCA, held by co-owner Douglas Schmachtenberger.

🏆 2026 Quality Business Award

Recognized for quality pet care in Simi Valley.

GOOD TO KNOW

Where We Serve & FAQ

📍 Our service areas

We serve **Ventura County** and select Los Angeles County communities: Santa Clarita, Valencia, Newhall, Saugus, Canyon Country, Stevenson Ranch, Castaic, Calabasas, Westlake Village, Agoura Hills, Malibu, Pacific Palisades, Brentwood, Woodland Hills, West Hills, Tarzana, Encino, Sherman Oaks, and Studio City.

Not sure if we cover you? Share your ZIP code and we'll confirm availability.

How do I book and pay?

Request services in the Walkies app. A **50% deposit** confirms your reservation, and the remaining balance is due **72 hours** before service starts.

What if my plans change?

Life happens! Just give us notice: **5 days** for standard visits, **8 days** for holidays, **14 days** for overnights & extended care. (Full details on our Payments & Cancellations page.)

Will I get updates while I'm away?

Always. You'll receive **report cards with photos and videos** and GPS-tracked walk routes in the Walkies app.

What happens in an emergency?

We contact you **immediately** and follow your vet instructions on file. Amber and Douglas back each other up, with a trusted backup sitter available when needed.

SCHEDULING

Sample Schedules

Overnight companion care examples — illustrative routines with daytime visits included.

Schedule	Overnight	Daytime Visit(s)
12-hour overnight + 1 visit	8:00 PM – 8:00 AM	1:00 PM – 1:30 PM
15-hour overnight + 1 visit	5:00 PM – 8:00 AM	1:00 PM – 1:30 PM
18-hour overnight + 1 visit	3:00 PM – 9:00 AM	1:00 PM – 1:30 PM
12-hour overnight + 2 visits	8:00 PM – 8:00 AM	11:00 AM – 11:30 AM & 4:00 PM – 4:30 PM
15-hour overnight + 2 visits	5:00 PM – 8:00 AM	11:00 AM – 11:30 AM & 3:30 PM – 4:00 PM
18-hour overnight + 2 visits	3:00 PM – 9:00 AM	11:30 AM – 12:00 PM & 1:30 PM – 2:00 PM

Sample schedules only. Actual care times may vary based on your pet's routine, sitter availability, and preferred arrival windows. Daytime visits are scheduled separately from the overnight stay.

🏠 Sample Schedule for Multiple Visits

We schedule visits within arrival windows to provide the best care for your pet!

2 Visits a Day

Morning & Evening: Early Morning window (6:00–9:00 AM) · Evening window (6:00–9:00 PM)

Midday & Evening: Midday window (12:00–3:00 PM) · Evening window (6:00–9:00 PM)

3 Visits a Day

Morning, Midday & Evening: Early Morning (6:00–9:00 AM) · Midday (12:00–3:00 PM) · Evening (6:00–9:00 PM)

Early, Midday & Evening: Early Morning (6:00–9:00 AM) · Midday (12:00–3:00 PM) · Late Evening (9:00–11:00 PM)

Morning, Afternoon & Evening: Late Morning (9:00 AM–12:00 PM) · Afternoon (3:00–6:00 PM) · Late Evening (9:00–11:00 PM)

4 Visits a Day

Morning, Late Morning, Afternoon & Evening: Early Morning (6:00–9:00 AM) · Late Morning (9:00 AM–12:00 PM) · Afternoon (3:00–6:00 PM) · Evening (6:00–9:00 PM)

Early Morning, Midday, Afternoon & Evening: Early Morning (6:00–9:00 AM) · Midday (12:00–3:00 PM) · Afternoon (3:00–6:00 PM) · Late Evening (9:00–11:00 PM)

Morning, Midday, Late Afternoon & Evening: Late Morning (9:00 AM–12:00 PM) · Midday (12:00–3:00 PM) · Afternoon (3:00–6:00 PM) · Late Evening (9:00–11:00 PM)

Morning, Midday, Evening & Late Night: Early Morning (6:00–9:00 AM) · Midday (12:00–3:00 PM) · Evening (6:00–9:00 PM) · Late Evening (9:00–11:00 PM)

Visits are scheduled within one of our six three-hour arrival windows (see page 27).

SCHEDULING

Visit Arrival Windows

Visits are scheduled within a selected arrival window rather than at an exact appointment time.

🐾 Cat Sitting Visit Arrival Windows

Cats use the same six arrival windows as all our services. Choose the window that works best for your cat's routine.

Please note: Arrival windows are timeframes in which your caregiver may arrive, not exact appointment times. For cats requiring medication, insulin, specialized feeding, or other time-sensitive care, let us know during booking so we can determine the most appropriate scheduling arrangement.

🐾 Visit Arrival Windows — All Services

To provide dependable care while allowing our team the flexibility needed for travel, traffic, emergencies, and the needs of other pets on our schedule, Pet Sitting & Drop-In Visits are scheduled within a selected arrival window.

Window	Hours
Early Morning	6:00 – 9:00 AM
Late Morning	9:00 AM – 12:00 PM
Midday	12:00 – 3:00 PM
Afternoon	3:00 – 6:00 PM
Evening	6:00 – 9:00 PM
Late Evening	9:00 – 11:00 PM

- ✓ Select your preferred arrival windows based on your pet's normal routine — we'll make every reasonable effort to schedule within the selected window.
- ✓ Arrival windows let us provide dependable, high-quality care while balancing the needs of all our clients' pets.
- ✓ Pets with medically necessary or time-sensitive care requirements should let us know during booking.

Thank you for trusting PAWsome Companions with your pet's care! ❤

WHY PAWSOME

Professional Care You Can Feel Good About

- ✓ **Personalized, never one-size-fits-all** — care customized around each pet's personality & routine.
- ✓ **A professional team** — background-checked (AcuTraq), certified pros, Pet CPR/First Aid trained.
- ✓ **Fear Free approach** — gentle, low-stress handling for every pet, including our feline friends.
- ✓ **Safety-first systems** — proven procedures for handling, home access, emergencies & communication.

"They're the wagging tails waiting at the front door, the gentle purrs that greet you after a long day — we care for every pet with the same compassion we'd want for our own."

📱 Stay Connected — just scan!

Website | Walkies App | Leave a Review | Facebook | Instagram

💜 **Love us? Refer a friend!** When your friend books and completes their first service, **you BOTH get rewarded**: a **$10–$20 donation to the shelter or rescue of your choice, made in your name**, **10% off your next booked service** — and **your friend gets 10% off their first booking**! Thank you for spreading the word!

🐾



Happy Pets. Happy People.

📞 (805) 206-0349

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