

WELCOME TO THE FAMILY



♥ CLIENT WELCOME HANDBOOK ♥

Compassionate Care. Happy Pets. Peace of Mind.

Thank you for trusting us with the ones you love most. Since 2017 — and as a licensed, insured & bonded LLC since 2023 — our team has cared for pets across **Ventura County and select Los Angeles County communities** right in the comfort of their own homes. This handbook is your quick guide to everything: how to get started, what we offer, how updates work, and what to expect every step of the way.



INSURED & BONDED
Your home and pets are protected.



PET CPR & FIRST AID CERTIFIED
Prepared for your pet's safety.



FEAR FREE TRAINED
Gentle, positive care for happy pets.



5-STAR REVIEWS
Local families trust us with their beloved pets.



Let's Chat About Your Pet's Care!

206-0349 · info@mypawsonescompanionsllc.com · mypawsonescompanionsllc.com

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

MEET THE TEAM

Hi, We're **Amber** & **Doug**!

PAWsome Companions was founded by **Amber Johnson** and **Doug Schmachtenberger** with a clear mission: to give every pet the same **love, patience, safety, and attention** we'd give our own animals. For us it's more than a business — it's our promise to **treat every pet like family**. ♥



Amber Johnson — Co-Owner

Certified Pet Care Professional (**CPCP**), Fear Free® Certified Pet Sitter (**FFCP**), and Pet First Aid & CPR certified. Amber pours nurturing attention to detail into every visit — and at home she's a proud dog mom of three: **Gunnar** the Great Pyrenees, **Canelo** the Pit Bull Terrier, and **Remi** the Olde English Bulldogge.

Doug Schmachtenberger — Co-Owner

A **Marine veteran**, Certified Professional Sitter & Dog Walker (**CPS-DW**), and our Lead Canine Adventure Specialist. Doug's calm, reliable presence is perfect for every pup — from giant breeds to high-energy hiking buddies.

Amber & Doug — Founders

...plus Gunnar, Canelo & Remi 🐾



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

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 booked service invoice.

2

New Client Care Consultation

We meet you and your pets! We'll review routines, answer your questions, and discuss your specific care needs in detail. Book & pay for your consultation online in minutes.

3

Personalized Care Plan

We recommend services tailored to your pets' individual needs, routines, and lifestyle — whether that's daily walks, drop-in visits, or full overnight care.

4

Confirm Your Reservation

Secure your booking with a **50% deposit**. Your dates are reserved just for you — and we take care of the rest for a seamless, hassle-free experience.

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 — live visit updates, photos, videos, GPS-tracked walks, and direct messaging with your sitter. See page 4 for details!



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.

OUR SERVICES

Care As Unique As Your Pet



Every visit is customized around your pet's routine, personality, and needs — all in the comfort of home.

Pet Sitting & Drop-In Visits

Personalized in-home care when you can't be there: feeding, potty breaks, playtime, litter care, meds, and wellness checks.

15 min

30 min

45 min

60 min

Cat Sitting & Drop-In Visits

Purr-sonalized care at your cat's pace — feeding, litter maintenance, enrichment, and gentle companionship with a Fear Free approach.

15 min

30 min

45 min

60 min

Professional Dog Walking

Individualized exercise, sniffing opportunities, and one-on-one time — tailored to your dog's age, energy, and temperament.

30 min

45 min

60 min

Overnight Companion Care

Because home is where they sleep best. Evening & morning routines, meals, walks, and cozy companionship all night long.

12-hr

15-hr

18-hr

24-hr live-in

Hourly & Extended Care

When a drop-in isn't quite enough — dedicated in-home care for hours at a time. Great for puppies, seniors, and long workdays.

4 hr

6 hr

8 hr

12 hr

Adventure Hikes & Excursions

Trail walks, nature hikes, beach adventures, park excursions, and sniffaris — professionally supervised outdoor enrichment.

1-3 hr hikes

2-6 hr excursions

Plus so much more...

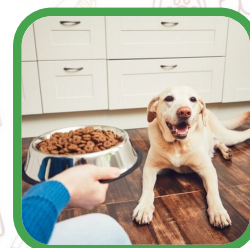
Veterinary Discharge & Recovery Support — medication, wound monitoring & post-op care following your vet's instructions · **Pet Taxi & Transportation** — safe rides to vet, grooming & more · **Wedding Pet Concierge** — your best friend at your best moments · **Extras** — pet waste removal, grooming & hygiene enrichment activities.



At least one professional care visit per day is required while you're away, with additional visits recommended based on age, breed, and needs.

EVERY VISIT

What Every Visit Includes



For your pet

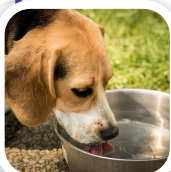
- ✓ Fresh water and meals served exactly per your instructions
- ✓ Potty breaks and litter box scooping
- ✓ Playtime, cuddles, and enrichment matched to their personality
- ✓ Medication and special-needs care as instructed
- ✓ Exercise on walks, tailored to their age and energy level

For your home

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

For your peace of mind

- ✓ Detailed report card with photos and videos in the Walkies app
- ✓ GPS-tracked walks so you can see the route we took
- ✓ Direct messaging with your sitter during every visit



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

STARTING RATES

Visits & Walks



Transparent starting rates — you'll always receive a personalized quote before booking. ♥



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

Additional dogs \$3 each, subject to compatibility & approval.



Hourly Pet Sitting

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



Visits under 30 minutes are available for eligible households within ~10 miles of our Simi Valley base. Adult dogs need 2+ visits/day; puppies under 1 year need 4+/day.

STARTING RATES

Overnights & More

Extended care, recovery support, and add-on services — all starting rates.



🌙 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

✨ Enrichment Visits

30 minutes	\$38
45 minutes	\$42
60 minutes	\$64

🏥 Vet Recovery Support

Medication visit	\$25
SubQ fluids	\$35
Post-op wound care	from \$45
Vet transport, one-way	\$40
Vet transport, round-trip	\$70

🧹 Pet Waste Removal

Weekly \$26 · Bi-weekly \$39 · Monthly \$66 ·
One-time cleanup from \$49

✂️ Light Grooming

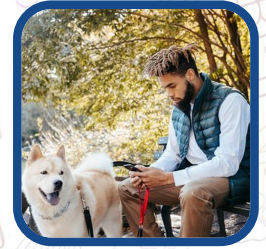
Nail trim \$25 · Brush out \$28 · Dental brushing
\$28 · Doggy bath \$32 · Flea bath \$38 · Massage
\$40 · Refresher \$85



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.

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 message 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
- ✓ **Direct in-app messaging** with your sitter or walker

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.

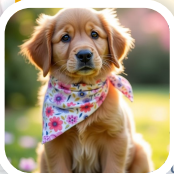
4

Request your pet care — request eligible services and review upcoming & past appointments right from your Journal.

5

Receive updates while you're away — real-time 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 notes in Walkies — don't wait until a visit starts to tell us about a significant change. Download Walkies free from the App Store or Google Play.



Walkies is your relationship with your caregiver — it never replaces it. For urgent situations during active care, follow the instructions provided at onboarding.

GOOD TO KNOW

Booking & Payments



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

The remaining balance is due **no later than 72 hours before** your first scheduled service. Late payments may incur a \$15 fee, and services can't begin while a required balance is outstanding.

Ways to pay

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.

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 non-refundable.

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). Please notify us immediately if travel plans change or you return home early.

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). Questions about your reservation? Contact us before confirming — we're always happy to help.



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.
- ✓ **Home access ready** — keys, codes, or lockbox instructions confirmed and tested.
- ✓ **Supplies stocked** — food, treats, litter, waste bags, leash, and any medications clearly labeled and easy to find.
- ✓ **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.

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 below.

In an emergency

While your pets are in our care, we're available **24/7** for emergencies or urgent concerns. Follow the emergency contact instructions provided at onboarding — day or night, don't hesitate to reach out. ♥

Office hours

We address all non-emergency inquiries — scheduling and general questions — as quickly as possible during office hours. Our phones are monitored daily from **7:00 AM to 7:00 PM, even on holidays**.

We're Here When You Need Us



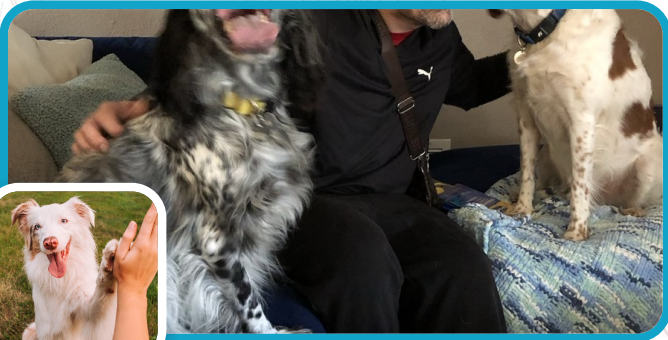
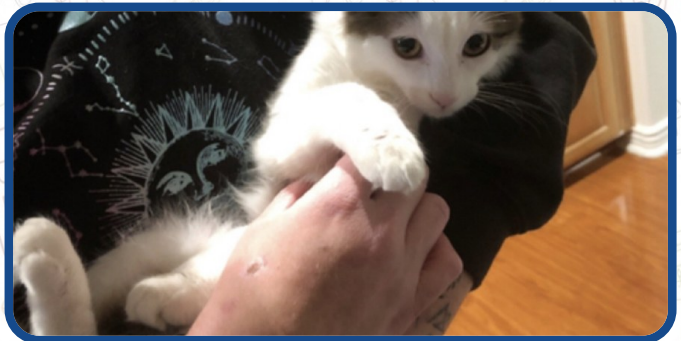
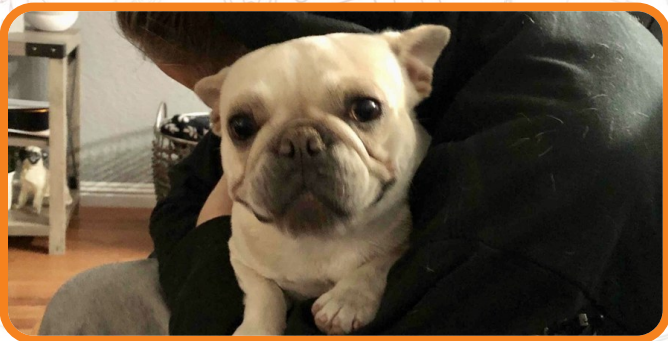
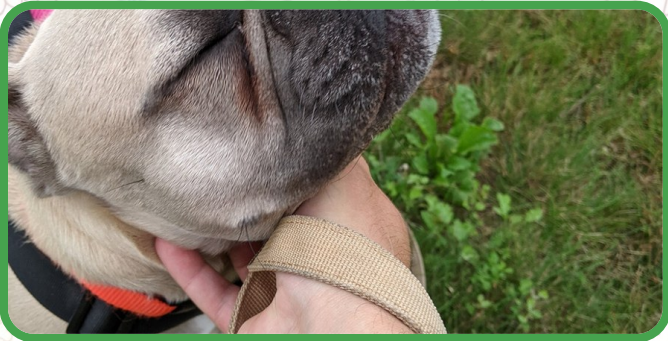
Call or text: (805) 206-0349 · **Email:** info@mypawsoncompanionllc.com

Message us on WhatsApp for a quick response · [mypawsoncompanionllc.com](https://www.mypawsoncompanionllc.com)

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

★★★★★

"They were great in caring for my pets. I felt at ease knowing that my pets were in good hands. I will definitely be recommending them to all of my friends and family!"

— Anna O. · BBB Review

★★★★★

"They treated her as if she were their own, lavishing her with affection and addressing her every need. It's unmistakable that they have a passion for their work."

— Ashley S. · BBB Review

★★★★★

"Amber was awesome! She sent daily updates and there was a great summary when we got home. The house looked like she was never there."

— C.G. · YellowPages Review

★★★★★

"They watched my dogs over Thanksgiving and Christmas. My dogs love the hikes Doug takes them on, and they're so happy when I come home!"

— Charles · YellowPages Review



Loved your experience? We'd be so grateful for a 5-star review on our Google Business Profile — it helps other local pet parents find us! ♥

WHY PAWSOME

The Professional Difference



Not all pet care is created equal. Here's what sets a professional team apart from apps, hobbyists, or well-meaning neighbors:

✓ Always available

Once you're our client, you're guaranteed care **99.99% of the time** — you get a primary sitter plus a trained team for backup, 365 days a year. No crossed fingers, no last-minute scrambles.

✓ Emergency backup, 24/7

Our team works on a rotation that's on duty around the clock. If your sitter ever has an emergency, a qualified backup can be on site **within 60 minutes**.

✓ Real, lasting experience

In business since **2017**, our team members average **3+ years** with us. We're trained and prepared for emergencies — not learning on your pet.

✓ Fully bonded, insured & protected

Our sitters are **employees** — covered by workers' compensation and backed by our bond and insurance. That protects your home, your pets, and you.



Professionalism

From scheduling in the Walkies app, ongoing staff training, Fear Free certified handling, and background-checked caregivers — every visit, every time.

GOOD TO KNOW

Where We Serve & FAQ



Our service areas

Ventura County (805/747): Thousand Oaks, Newbury Park, Westlake Village, Oak Park, Agoura Hills, Camarillo, Moorpark, Simi Valley, Oxnard, Ventura, Fillmore, Ojai, Port Hueneme, Lake Sherwood

San Fernando Valley (818/747): Woodland Hills, West Hills, Canoga Park, Winnetka, Reseda, Tarzana, Encino, Sherman Oaks, Studio City, Valley Village, North Hollywood, Van Nuys, Panorama City, Granada Hills, Northridge, Porter Ranch, Chatsworth, Burbank, Glendale, Topanga, Hidden Hills, Lake Balboa, Calabasas

West LA & Beach Cities (310/424): Malibu, Beverly Hills, West Hollywood, Pacific Palisades **Central LA (213/323):** Downtown LA, Koreatown, Hollywood, East Hollywood, Silver Lake, Echo Park, Los Feliz, Mid-Wilshire, Atwater Village

Northern LA (661): Santa Clarita, Castaic, Valencia, Canyon Country, Newhall, Stevenson Ranch, Saugus, Val Verde **San Gabriel Valley (626):** Pasadena, Altadena, South Pasadena, San Marino, Alhambra, Eagle Rock

Not sure if we cover you? Share your ZIP code — we'll confirm availability within 2–4 hours.

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 Booking & Payments page.)

Will I get updates while I'm away?

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



What happens in an emergency?

If you need us **immediately**, follow your vet instructions on file, and our on-duty backup team is available **24/7** if you ever needs support.

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.

Award-winning care, recognized by our community

- ✓ **2026 Quality Business Award** — Best Pet Sitting Service in Simi Valley
- ✓ **2026 BusinessRate Award** — outstanding client experiences
- ✓ **2026 USA Prestige Award** — dependable, compassionate care
- ✓ **2025 Pet Products & Services Award** — Best Pet Care Provider
- ✓ **2024 Nextdoor Neighborhood Favorite** — chosen by local families

"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!** For every referral, we'll donate \$10 to an animal-focused organization — or you and your friend can both enjoy discounts on services. Thank you for spreading the word! 🐾



Happy Pets. Happy People.

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