PAWsome Companions, LLC.

Professional Pet Care & Dog Walking Services

Ventura County · Select Los Angeles County · (805) 206-0349 · pawsomecompanionsllc.com

POLICIES & CLIENT GUIDELINES

Our Policies.

These are the policies that shape every booking with PAWsome Companions, LLC. — the ones clients ask about most. The full terms are in our lawyer-reviewed Pet Care Services Agreement, which controls if anything here ever differs from it.

This document is a plain-language summary of the policies below. It is not the lawyer-reviewed Pet Care Services Agreement.

1. 'The PAWsome Connection — New Client Consultation'

Every new client starts with a 45-minute, in-home 'The PAWsome Connection' consultation — $25, credited toward your first completed booking. We meet your pets in their own environment, learn their routines and personalities, discuss health considerations and special care needs, review home access and safety, and answer your questions. It is also your chance to meet the people behind PAWsome Companions and see whether we are the right fit for your family.

A refresher consultation may be recommended or required if you add a new pet, if your pet's behavior changes significantly, if there are new medical requirements, if there are major home or access changes, if a new caregiver will be covering your visits, after a significant gap since your last booking, or at your request. A refresher is generally 30 minutes and $20, and is not credited toward a booking unless we state otherwise.

2. Visit Hours & Arrival Windows

Visits run 5 AM–11 PM Monday–Friday and 6 AM–11 PM Saturday–Sunday. You choose an arrival window — 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), or Late Evening (9:00–11:00 PM) — and your visit happens inside that window, not at an exact minute. Our phones are monitored 7 AM–7 PM daily.

3. Booking & Payment

A 50% deposit is due at booking, and the balance is due 72 hours before care begins. We accept payment by approved card processors, Apple Pay, Venmo, Cash App, cash, and approved personal checks. Card payments carry a processing fee of 2.9% + $0.30 per transaction. A $15 late fee applies if the balance is not paid within 72 hours before care begins. If we are ever running behind, we communicate — we do not charge you for it.

Holiday surcharges apply only on Thanksgiving Day, Christmas Day, and New Year's Day: $15 for a standard visit, $25 for an overnight, $35 for 24-hour come-and-go care, and $50 for 24-hour live-in care.

Our Rates

All services and charges are confirmed before booking.

Service	Length	Rate
Drop-In Visits — Dogs	15 minutes	$23
	30 minutes	$33
	45 minutes	$43
	60 minutes	$53
Drop-In Visits — Cats	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
	Senior pet	$45/hr
	Puppy or kitten	$50/hr
Extended Hourly Sitting	4 hours	$108
	6 hours	$162
	8 hours	$216
	12 hours	$324
Overnight Care	12 hours	$125
	15 hours	$155
	18 hours	$185
	Midday visit add-on	$33 dogs / $31 cats
24-Hour Care	Come & Go	$300
	Live-In	$400
Consultations	The PAWsome Connection — 45 minutes	$25
	Refresher consultation — generally 30 minutes	$20
Fees	Arrival-window upgrade	$20

Service	Length	Rate
	Key pickup / drop-off, per trip	$25
	Lockbox purchase	$25
	Lockbox rental	$15
	Medication tasks, per extra 5 minutes	$5
	Parking search fee (search over 5 minutes)	$10
	Card processing fee, per transaction	2.9% + $0.30
	Late fee (balance not paid within 72 hours before care begins)	$15
Holiday Surcharges (Thanksgiving Day, Christmas Day, and New Year's Day only)	Standard visit	$15
	Overnight	$25
	24-hour come-and-go	$35
	24-hour live-in	$50

15-minute drop-in visits are only available to households within about 10 miles of our Simi Valley base. Hourly pet sitting is a continuous 2–3 hour block (minimum 2 hours). Extended sitting: 5- and 7-hour blocks are priced at the hourly rate, and 9–11 hour blocks are a custom quote. The $25 consultation fee is credited toward your first completed booking; the $20 refresher consultation is not credited unless we state otherwise. Holiday surcharges apply only on Thanksgiving Day, Christmas Day, and New Year's Day.

4. Cancellation

Standard bookings can be cancelled up to 5 calendar days before care starts; overnight bookings up to 14 days; holiday-period bookings up to 8 days. If you cancel within that timeframe, you do not lose your deposit — your 50% deposit is applied as a service credit to your account, good for one year and usable for any service. Cancellations inside those windows may be charged 50% of the booking, and any balance you have already paid beyond the deposit may be handled as a service credit, good for one year. Cancellations under 24 hours before care may be charged 100%. Early returns remain billable unless the cancellation is confirmed before your caregiver travels. We do not give cash refunds.

5. Visits, Overnight Care & What We Don't Offer

15-minute drop-in visits are only available to households within about 10 miles of our Simi Valley base.

Puppies under 1 year generally need five 45-minute visits a day, and kittens need at least two 45-minute visits a day, unless another appropriate supervised-care arrangement is approved — or hourly sitting starting at $50/hr.

Overnight care runs 12 hours ($125), 15 hours ($155), or 18 hours ($185). 24-hour Come & Go care is $300 — we are away for up to 6 hours in total, with no single absence over 3 hours. 24-hour Live-In care is $400 — we stay on the premises.

We do not offer boarding, daycare, training, grooming, pet taxi, pet transportation (except emergency transport to a veterinarian), or adventure hikes.

6. Keys, Home Access & Care During Your Visit

Key pickup and drop-off is $25 per trip. A lockbox is $25 to purchase or $15 to rent. Your keys are never marked with your address, and we keep your key until you are home from your trip.

Amber and Douglas are each other's backup. Two backup caregivers are also available, with coverage subject to availability.

Every visit comes with personalized notes, photos, and GPS tracking for applicable dog walks through your Walkies Journal. Your photos stay private in your visit journal unless you give us separate written permission to use them more widely. Visit updates come after each visit — we do not offer live video or live messaging during visits.

We offer injections, IV fluids, subcutaneous fluids, and post-op wound care — done only as your veterinarian directs, after we confirm the scope in advance. Medication tasks that add more than 5 minutes to a visit are $5 per extra 5 minutes. We never diagnose, prescribe, or change a dose. We are not a veterinary hospital or an emergency service; if your pet becomes ill during a visit, we contact your veterinarian, and if needed we transport your pet to your vet or the nearest open clinic under the written authorization you gave us when you booked.

7. Pet Safety

Every walk is a one-on-one walk — we never do pack walks. We never use choke, prong, or shock collars. If your pet has any bite history, please tell us before booking; we are required by law to know, and it helps us keep everyone safe.

8. Referrals

When you refer a friend, we donate $10–$20 to the shelter or rescue of your choice — the donation is made in your name, and we donate the money — and you get 10% off your next booked service. Your friend gets 10% off their first booking.

> **Questions about any of these?** Call or text **(805) 206-0349** or email **info@mypawsomecompanionsllc.com**. The full terms are in our Pet Care Services Agreement, which controls if anything here ever differs from it.

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

PAWsome Companions, LLC.
Simi Valley, California · Ventura County · Select Los Angeles County
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Policies effective 2026 · Subject to periodic update with advance client notice