

REMEMBER US

TAKE THESE STEPS TO REMEMBER OUR NUMBER WHEREVER YOU GO

Save our number **1 (855) 464 - 6872** in your phone and put our info card in your wallet. Don't get left up a river without a paddle!



OUR FANS

"I love to drive and still do but my eyes aren't what they used to be. I cannot see at night, and we all know that everything beautiful happens at night. I know that I cannot go to the operas, symphony, ballet at night and I was feeling distressed up till now. With this service I can be transported to these events by the GoGoGrandparent."

Eleanor Jones

"Thank you for having a car service where we can speak to a person. It makes all the difference in the world to those of the previous generations."

Art Boss

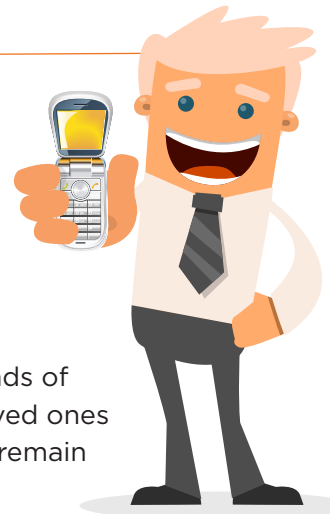
SPREAD THE WORD!

Thanks for reading our brochure. Now that you're a pro, tell everyone you know! We've included a few postcards to give to your friends. If you need more, just give us a call.

ABOUT US

GoGoGrandparent started because a grandma told her grandson that she was afraid of driving at night.

Today, we help thousands of families ensure their loved ones have transportation to remain independent.



GO GO

GRANDPARENT

- ✓ Get a ride with just a phone call
- ✓ Curb-to-curb, non-emergency rides
- ✓ Available 24/7 in 200+ cities
- ✓ Up to 35% less expensive than a taxi
- ✓ No smartphone or app required
- ✓ Speak with a helpful operator anytime
- ✓ Driver usually arrives within 15 minutes - no pre-scheduling required!

1 (855) 464 - 6872

www.gogograndparent.com

HOW TO GET A RIDE

STEP 1

If you have not registered yet, register now for free at www.gogograndparent.com or by calling us toll-free at **1 (855) 464-6872** and **Press 0**.

STEP 2

When you're ready for a ride, call us toll-free at **1 (855) 464-6872**. Listen to the menu and press the digit that does what you want to happen. For example:

- **Press 1** to get picked up at home
- **Press 2** to get picked up at where we dropped you off
- **Press 0** to speak with an operator

Drivers usually arrive within 15 minutes of the time that you make your request.

STEP 3

When you're matched with a driver, you'll hear their name, how soon they'll arrive, car color, make/model and license plate.

STEP 4

Once a ride is on the way **KEEP YOUR CELL PHONE NEAR YOU**. Turn the ringer all the way up and keep the line free. You'll receive a call when they're 4 minutes away.

STEP 5

If you need to speak with your driver, you can contact them directly. Just call 1 (855) 464-6872 and **Press 3** at any time.

QUESTIONS & ANSWERS

WHAT'S GOGOGRANDPARENT?

That's us! We're a fast, affordable and convenient transportation solution for folks that want to maintain their independence.

WHAT DO I NEED?

Any mobile phone that can make a phone call. You don't need a "smart" phone or any apps.

WHO ARE THE DRIVERS?

We work with Uber & Lyft to ensure that you can get affordable rides. GoGo operators oversee drivers to make sure every ride completes safely and successfully.

WHO DO I GIVE MY DESTINATION TO?

Usually the driver, but if their equipment is giving them trouble **Press 0** to give it to an operator.

ARE WALKERS AND WHEELCHAIRS OKAY?

Walkers and foldable wheelchairs are no problem, as long as you can transfer yourself into a car without assistance. If you use an assistive device, please speak to an operator before ordering your ride so we can notate your account.

WHEN SHOULD I SPEAK WITH AN OPERATOR?

Operators are available 24/7 to give quotes, schedule rides in advance and answer any questions that you have. Call and **Press 0** to speak with an operator.



CAN I CANCEL MY RIDE?

To cancel a ride, **call us and Press 9**. Cancel within 5 minutes of ordering to avoid a fee.

HOW MUCH DOES IT COST?

We charge a small concierge fee plus Uber/Lyft's fare. We quote you the fare every time you call. Our partners' rates can change when demand is high (this happens rarely and returns to normal in a few minutes). You do not pay the driver, and they do not know the total cost of the trip. After the trip, we'll charge the card you have on file and call or email you with how much was charged.

SHOULD I TIP?

Most riders do not tip, except in the cases where they ask a driver to wait or lift something up.

I HAVE MORE QUESTIONS!

Give us a call!
Dial **1 (855) 464-6872**
and **Press 0** for an operator.

