



GETTING STARTED

TAKING YOUR FIRST RIDE



All you need is a touch tone telephone that can call **(855) 464-6872**. You don't need a "smart" phone or any wizz-bang apps.



When you call you'll hear the services available in your area. Press the digit for the service that you want.

For example:

"Press 1 for a car to your home, press 2 for a car to your last location" et cetera.



Most folks start using us for transportation, (so we dedicate two whole pages of this brochure to it). But after awhile people notice we do other things too! Depending on where you live, we can help you get groceries, meals and more.



You can press zero at any time to speak with an operator. We're available 24/7 The operators are passionately dedicated grandchildren doing their best to make you proud.

STEP 1

Call (855) 464-6872 and listen to the menu. Press the digit that does what you want to happen. For example:

- **Press 1** for a car to your home.
- **Press 2** for a car to where we dropped you off last.
- **Press 0** for anything else to speak with an operator

STEP 2

When we match you with a driver, we'll tell you their name, car color, make/model and license plate.

STEP 3

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 in case your driver needs to reach you.

STEP 4

Once your driver is assigned, you can contact them directly by calling (855) 464-6872 and pressing 3 at any time. They'll also call you when they're close.

HELLO

IT'S GREAT TO MEET YOU
WE CAN'T WAIT TO HELP YOU GOGO!

This brochure is chalk full of tips
that'll make your first ride a success!



GO GO

GRANDPARENT



THE SENIOR CONCIERGE
(855) 464 - 6872



FAQ

WHO ARE THE DRIVERS?

We work with on demand transportation services like Lyft to ensure that you can get affordable rides within 15 minutes. GoGo operators communicate, screen and monitor rides to make sure every ride completes safely and successfully.

HOW MUCH DOES IT COST?

It depends on how far you go and how long it takes to get there. Prices are up to 35% cheaper than a common cab, and the service is much, much better. Up to 4 people can be in the car without extra cost.

I HAVE MORE QUESTIONS!

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



WHO IS GOGOGRANDPARENT FOR?

Our rides are for independent adults who want to maintain their lifestyle. Some members use us to reduce the amount & type of driving they do (such as driving at night or going unfamiliar places), while others use us as their complete car replacement. Everyone enjoys the convenience of having affordable transportation on-call.

ARE WALKERS AND WHEELCHAIRS OKAY?

Walkers and foldable wheelchairs are no problem, as long as you can transfer yourself into a car without assistance. We can check with drivers to insure they're comfortable meeting that request. Let any operator know and they'll add the appropriate notation to your account. Whenever driver's are asked to lift something it's customary and appropriate to offer a tip.

CAN I CANCEL MY RIDE?

Yes, you can cancel your ride by pressing 9. During periods of normal demand, you have five minutes to cancel your ride for free. If it's been longer than five minutes or if demand is higher than normal, a cancelation fee of \$5 - \$10 is charged.

CAN I SCHEDULE A RIDE IN ADVANCE?

Yes, but most folks call us 15 minutes before they need to leave. We highly recommend you do the same. That being said to schedule a trip in advance Press 0 to speak with an operator.



SPREAD THE WORD!

Thanks for reading our brochure. Now that you're a pro, tell everyone you know! It really means the world to us. If you want more brochures for a church group, club or community, let us know!

ABOUT US

GoGoGrandparent started because a grandma her grandson she was afraid driving at night. Now she w let us stop because she's h too much fun.

