

<https://gogograndparent.com/>

As your agent, GoGo requests and monitors rides on your behalf through ride sharing networks like Lyft.

Our Concierge Fee covers our costs from when we process a request, start monitoring a service on your behalf to when we stop. It pays for a 24/7 call center, computer server, engineering time and other costs associated with making GoGo available to consumers.

Our concierge fee is only \$16.20 an hour and you pay us by the minute [ \$0.27]! (This does not include the Lyft and Uber ride fare.)

## FAQs

Any phone that can call 1 (855) 464-6872 and that can generate tones by the press of a button. We highly recommend riders have a cell phone so you can always be reached during the ride event. We use your Caller ID to identify who you are so make sure you've registered any number you might call from on your account.

### SUBMITTING REQUEST (FEE)

When you call our phone number and generate a tone, [start charging customer] we interpret your request, put it into "TNC" language, and send it on your behalf to the TNC of your choice, either Lyft or Uber, to tell them you want a ride and where you are located.

[Charging] Within 30 seconds of a trip being accepted by a licensed and authorized Transportation Network Companies (TNC's) driver, GoGoGrandparent checks to see if the car assigned meets your previously specified requirements (for example, is too big or too small for someone with ambulatory ailments, is the driver comfortable with older adults, is the trunk large enough to accommodate a wheelchair or packages, etc.).

If a driver meets your requirements, we will issue a series of communications to the driver through the driver's ride sharing app, including text messages and calls with the intention of passing on your expectations so they are comfortable working with you. If you've indicated you have visual impairments or ambulatory equipment, we let the driver know and give them the opportunity to opt-out of the ride.

### MONITORING RIDE (FEE)

[Charging] If a TNC driver has accepted the ride, we monitor the trip on your behalf and intervene as your agent, when problems come up that would affect the ride (for example problems like if drivers get lost, if their GPS malfunctions, if drivers cancel and more). If a trip starts we set, and whenever necessary, change trip destinations when you call us to do so. Once the trip ends we send confirmation messages to all authorized family or friends and follow up with the caller to insure the trip completed safely & successfully. [End charge]

Walkers and foldable wheelchairs are no problem, as long as you can transfer yourself into a car without assistance. We can attempt to check with drivers that they're comfortable accommodating ambulatory equipment. Let any of our phone operators know and they'll add the appropriate notation to your account. Whenever drivers are asked to lift something, it's customary and appropriate to offer a tip.

Cancel within 2 to 5 minutes (depending on where you live) of the ride being accepted to avoid a fee. These fees are charged by licensed and authorized Transportation Network Companies (TNC's) and range from \$5 - \$10. We do not have control over them.

After the trip, we'll place **one charge on the card you have on file for two items: (1) our fee for submitting your request to the TNC and monitoring the TNC driver** and (2) the ride fare - the amount that the TNC charged you for the ride. Then we call or email you with how much each of the charges was. There will only be one charge on your card for both items.

<https://gogograndparent.com/terms>

### **GoGo Technologies, Inc Terms of Use: Legal Terms and Conditions**

GoGo may amend the Terms related to the Services from time to time. Amendments will be effective upon GoGo's posting of such updated Terms at [GoGoGrandparent.com/terms](https://gogograndparent.com/terms) or the amended policies or supplemental terms on the applicable Service(s). Your continued access or use of the Services after such posting constitutes your consent to be bound by the Terms, as amended. You are advised to view the latest Terms of Service as posted to the GoGo website-- [GoGoGRANDPARENT.com/terms](https://gogograndparent.com/terms).

Our collection and use of personal information in connection with the Services is as provided in GoGo's Privacy Policy located at [GoGoGRANDPARENT.com/terms](https://gogograndparent.com/terms).

#### **The Services are as follows:**

Level 1: Connecting you to a TNC. GoGo operates a computer program ("GoGo's Program", herein) that communicates (a) your desire for a ride and (b) your location, as expressed through DTMF tones generated by your flip phone, landline, or smartphone, to Lyft's or Uber's computer through API (Associate Programming Interface) Portals that these two TNC's have established and operate. As such,

1. we do not own or rent any vehicles involved,
2. we do not hire or contract with any drivers involved,

3. we do not contract with any companies that own or rent any vehicles involved or hire or contract with any drivers involved,
4. we do not contract with any companies that promise to deliver rides; and,
5. we, ourselves, do not promise that any particular ride will be delivered upon your request.

Through the use of GoGo's Program and system of phone operators, we will act as your representative on your behalf to attempt to obtain rides when requested by using GoGo's Program and system of operators as needed.

Computerized services such as GoGo's and the involved TNC's are not foolproof, and you must accept the risk that there may be things that happen that may result in a ride failure, such as, but not including: GoGo's Program may be offline, TNC's program may be offline, no driver may be available to or may want to accept the TNC's ride request to their pool of drivers, the accepting driver may get lost, frustrated, not read or remember what we've communicated to them or cancelled and the trip may not get reordered, the driver may get in an accident on the way to, or during a ride, etc.

Level 2: Interacting with the Driver and Equipment. After a driver ("Designated Driver", herein) accepts the assignment through either Lyft or Uber (TNC's herein), you authorize us to act on your behalf to communicate with the Designated Driver through a specialized, temporary phone link provided by the TNC used (via voice, text message or email) to determine if they and their equipment meet your pre-specified transportation requirements (set up during or after you register with GoGo), and to aid in locating your position for the driver, and to advise the driver to correct his course if required, or for any other reason GoGo deems appropriate.

Level 3: Monitoring the Ride. You further authorize GoGo as your agent and on your behalf, to monitor your complete ride from start to finish and if GoGo deems it appropriate, to communicate with the Designated Driver or you, our client, to make sure the Designated Driver is meeting your specified conditions and requirements that you specify with us on or after your registration. During this phase of the ride, you authorize GoGo to communicate with persons you designate ("Loved Ones", herein) to let them know the initiation, progress and conclusion of your ride.

Level 4: Conclusion of the Ride. Collection of fare and complaint procedures.

1. Pass Through of TNC's Charges. You further authorize GoGo to use its own funds or credit to advance to the TNC the cost of your ride, and to thereafter charge your credit card that you have placed on file with us to reimburse GoGo for the cost of same. Despite this method or order of payment, you agree to look to the TNC or its Designated Driver for any complaints or issues you may have with the ride services performed by the Designated Driver and/or the TNC. You

authorize GoGo to file as your agent and on your behalf any complaints you may have with the TNC and to monitor and report to you their progress in evaluating and resolving said complaint.

2. Collection of our Fee: You further authorize GoGo to use the credit card you have placed on file with GoGo to charge and collect our fee for our Services hereinabove set forth at the rate schedule we have previously specified and posted on our website in effect on the date and time of your ride. In the event that you have any complaint or issue with the services provided by GoGo in connection with the ride, GoGo agrees that it will operate and maintain a responsive Complaint Department, and will receive your complaint through its Complaint Department, and work expeditiously to resolve same, and you agree to provide GoGo with sufficient information to permit the quick and proper resolution.

3. Consolidation of Charges on Single Invoice: You authorize GoGo to combine the total charges of the TNC and GoGo into a single credit card charge. GoGo agrees that it will advise you by written notice, email, or by voice of the separate charges of both the TNC and GoGo, and show the total of said charges.

In the event of an accident that may occur during the ride (or immediately before or after), you acknowledge that GoGo does not carry separate insurance for property damage or personal injury that might occur during the ride, and that you are relying on the insurance required of the designated driver by Lyft and/or Uber.

In this regard, you indemnify GoGo and hold GoGo harmless from any damage or injury you may suffer for the failure of GoGo or a TNC to perform its duties.

### **User Accounts.**

In order to use most aspects of the Services, you must register for and maintain an active personal user Services account ("Account"). You must be at least 18 years of age, to obtain an Account. Account registration requires you to submit to GoGo certain personal information, such as your name, address, mobile phone number and age, as well as at least one valid payment method (either a credit card or accepted payment partner).

The Service is not available for use by persons under the age of 18. You may not authorize third parties to use your Account, and you may not allow persons under the age of 18 to receive transportation or logistics services from GoGo or a TNC unless they are accompanied by you. You may not assign or otherwise transfer your Account to any other person or entity. You agree to comply with all applicable laws when using the Services, and you may only use the Services for lawful purposes (e.g., no transport of unlawful or hazardous materials). You will not in your use of the Services cause nuisance, annoyance, inconvenience, or property damage, whether to the TNC or to GoGo, or any other party. In certain instances you may be asked to provide proof of identity to access or use the Services, and you agree that you may be denied access to or use of the Services if you refuse to provide proof of identity.

You understand that use of the Services will result in charges to you for the Services or goods you receive from a TNC ("TNC Charges"). After you have received services obtained through your use of the Service, GoGo will facilitate your payment of the applicable Charges on your behalf with the TNC, as your representative by extending GoGo's credit or cash in the payment thereof. Payment of the TNC Charges in such manner shall be considered the same as payment made directly by you to the TNC. Charges will be inclusive of applicable taxes where required by law. Charges paid by you are final and non-refundable, unless otherwise determined by GoGo.

All Charges are due immediately upon the conclusion of the ride, and payment will be facilitated by GoGo using the credit card you have placed on file with GoGo, after which GoGo will send you a receipt by email or a phone call to the phone number on the account.

As between you and GoGo, GoGo reserves the right to establish, remove and/or revise Charges for any or all services obtained through the use of the Services at any time in GoGo's sole discretion. Further, you acknowledge and agree that TNC Charges applicable in certain geographical areas may increase substantially during times of high demand. GoGo will use reasonable efforts to inform you of TNC Charges that may apply. You will be responsible for all such TNC Charges incurred under your Account regardless of your awareness of such TNC Charges or the amounts thereof. GoGo may from time to time provide certain users with promotional offers and discounts that may result in different amounts charged for the same or similar services or goods obtained through the use of the Services, and you agree that such promotional offers and discounts, unless also made available to you, shall have no bearing on your use of the Services or the TNC Charges or GoGo Charges applied to you.