



Flo's Seniors Transportation Service – Guidelines

How we work:

- We provide local transit within the Ottawa/Gatineau region only. Our services offer seniors and persons with limited disabilities door-to-door transportation to and from appointments, events, and/or errands.
- We aim to book reservations with a minimum of 48 hours notice for all rides.
- Rides are scheduled on appointment only on a first come, first serve basis.
- Rides will strictly be scheduled based on the availability of our casual driver(s).
- We will require the following Information to secure a reservation:
 - Name
 - Contact phone number (mobile and/or landline)
 - Date you require a ride
 - The time you have to be at your appointment, errand or event (account for traffic and weather delays when requesting a reservation)
 - Pick up address
 - Destination address
 - Pick up time from your appointment/errand or event (estimated, drivers are required to wait 10 min and will call 3 times before canceling the reservation).
 - For medical appointments, we will require a call for a return pick up at which point the driver will be dispatched. This is due to the nature of the visits and client's inability to determine the duration of the consultation.
 - Indicate if you are traveling accompanied by a transport wheelchair or support person/medical professional.
- Scheduled reservations will be confirmed by email, text and/or phone.
- Service bookings and cancellations can be made using our dedicated phone number or our online reservation which is monitored regularly.
- The driver will arrive at the scheduled pick-up location within 15 minutes of the reserved trip time. If there is a delay in the arrival of the driver you will be notified, and the driver will arrive no later than 10 minutes after the scheduled pick-up time.
- If the driver has not arrived after 10 minutes of the scheduled pick-up time, immediately call Flo's seniors' dedicated phone number to report the late arrival.



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- One support person, caregiver or medically cleared professional can be pre-registered for each ride in advance.
- We will inform all pre-booked riders, by phone and email, if there are service cancellations due to poor weather/road conditions (including but not limited to snow, ice or freezing rain) under the guidance of Environment Canada.

Our Business Hours:

- Monday to Friday – 8:00am to 6:00pm
- Saturdays – 9:00am to 4:00pm
- Sundays – Closed

Service Rate:

One-way Trip: Client is picked up at their prescheduled address and dropped off at their destination.

One Way Trip	FLAT RATE - per person
1 One way under 5 KM	\$20
2 One way 5 - 15 km	\$40
3 One way 15 - 50 KM	\$50

Return round trips: Return trip involves the client getting picked up at their prescheduled address and dropped off at their destination and returned back to their prescheduled address.

Price for Return Trip	FLAT RATE - per person
1 Return drive within 10 KM	\$40
2 Return drive within 10 - 25 KM	\$50
3 Return drive within 25 - 60 KM	\$60

NOTE:

For medical appointments, we will require a call for a return pick up at which point the driver will be dispatched. This is due to the nature of the medical visits and an inability to determine the duration of the consultation.

Prices subject to change in the future.

Accepted Payment methods: Square, Cash or e-transfer to floseniors@gmail.com



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Cancellation Policies:

- Drivers will wait at least 10 min and will call 3 times before canceling the reservation.
- Cancellations can be made with no penalty within an hour of the scheduled pick-up time. This will ensure drivers have been informed in a timely manner.
- Riders are allowed to have one free cancellation a month. Every other cancellation during the month is subject to a 50% fee for the rate of the reserved trip. Refunds will be issued within 24 hours of the cancellation.
- In the case of no-shows there is a 50% fee for the rate of the reserved trip. Refunds will be issues within 24 hours of the no-show.
- Riders who cancel or no-show for more than 5 bookings in a month are subject to a suspension for reserving our services for a one-month period.

Safety Policies

- Our driver can help with securely loading and unloading transport wheelchairs, can assist the passenger in accessing the vehicle and assist the passenger in getting to the door of the destination safely. But if additional assistance is required, then the passenger will need to arrange for a support person or medical professional at your pick-up and drop off locations.
- We recommend that all passengers arrange for a caregiver or support person to meet them at the destination in order to avoid any risk upon arrival after drop-off.
- If the passenger has any bags or luggage or carry-on-items, the drivers may help but passengers will be responsible for maintaining their own personal items and neither the driver or Flo's Seniors can be held liable for any damages to bags or their contents.
- All drivers and staff associated with this program have completed a vulnerable sector police record check and are fully qualified and trained in health, safety and well-being of seniors.
- In future, we will incorporate security cameras for added security and ensure there is an assurance that all passengers' security and safety is prioritized to minimize risk of conflict, crimes, and loss of property.



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- If there is any incident (accident, injuries, or misconduct) that occurs during your trip, we request passengers to contact our dedicated service number and/or email us with details of the incident. Our dedicated team will respond promptly to address the report within 24 - 48 hours and ensure appropriate action is taken,
- If a passenger's personal information or contact changes, Flo's Seniors must be informed using either our dedicated phone number or email to ensure we update the personal file and records of passengers. All changes will take effect within 48 hours.