Seniors' Leisure & Travel
Terms & Conditions

These are the Seniors' Leisure & Travel Terms & Conditions. Seniors' Leisure & Travel Terms & Conditions will be changed without any prior notice.

- **FAMILY GUYS LLP®**
  - Family Guys LLP® is a business entity offering this service 'Seniors' Leisure & Travel. And the Terms and Conditions only apply to the 'Seniors' Leisure & Travel'.

- **Who are the clients (Seniors' Leisure & Travel)?**
  - Individual (s) who declare themselves as seniors come under this category/or anyone who is representing Seniors' Leisure & Travel. In this document onwards Seniors' Leisure & Travel will be referred to as 'They'/'Them'.

- **What we provide?**
  We provide the following under this category.

  - They will be picked and dropped from/to the address provided.
  - They should be healthy (no seasonal illness) and willing to go out for a fun-care.
  - In case they use folding walker and or folding wheelchair, only one will be allowed in the back trunk of the vehicle. If there are two clients booked at the same time only one folding walker and or folding wheelchair will be accommodated in the back trunk of the vehicle.
  - We cannot accommodate the motorized wheelchair or any other device.
  - They will be taken to the location i.e. mall, cinema, shopping plaza/area, grocery or other store, clinic, library, restaurant, park, lake beach, conservation area, calm nature walk trail, cemetery, museum, zoo, fun zone, monument, uptown/downtown, loved one or any other place of interest during the committed period.
  - They may not be taken to the place where their health, safety and security will be at risk i.e. high cliff, muddy area, slippery trail, seashore, near fire and smoke, or any other hazardous location, event or people, and Family Guys' decision will be final.
  - The Seniors' Leisure & Travel packages are of 3 and 6 hours/Can be extended under special circumstances and request.
  - Seniors' Leisure & Travel service is for 1 and/or 2 individuals at one time/in a single trip.
  - The starting service charges are set as mentioned in the Family Guys 'Price List'.

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- All other quotation charges will be added in the bill (over and above the price).
- While out with Seniors' Leisure & Travel, we will pay bills as per invoice, so you do not need to worry about anything.
- They need to pay all dues before the start of the trip.
- We can only book in advance.
- We may not be able to pay for the products and services that are not included in the invoice or ordered before.
- We will accompany them or as they feel comfortable. However, we will not leave them alone.
- Activities i.e., Bowling, Boating, Golf, Tickets, Passes and all other activities are not included in the total cost and can be purchased separately by the client.
- **Meal/s** is/are covered by the **'CASH BACK'** dollars provided by the Family Guys LLP®.
- Clients can order meals with the **'CASH BACK'** dollars and as per their choice and taste.
- **'CASH BACK'** dollars are e-transferred only. It is the responsibility of the client to communicate the correct e-mail address. Family Guys LLP® will not assume any responsibility for a wrong transaction due to wrong e-mail address. Thus, please check, verify and confirm only the correct e-mail address to the Family Guys LLP®.
- **'CASH BACK'** dollars are e-transferred before the meals.
- Please ensure the cleanliness of the vehicle you are traveling in, examples like; vomit, urine, excrement, dirt, mud, ash, any other liquid or solid waste will be charged @ of CAD $100.
- They can book this service Seniors' Leisure & Travel by contacting us via, email, phone, text, WhatsApp (519) 577-2318 and after paying invoiced/quotation charges via e-transfer to familyguyscanada@gmail.com. However, any family member/family friend or legal representative can also book/reserve this service.
- After booking/reservation REFUND will not be made available if the cancellation period is less than 24 hours i.e. if the pick-up time is 10:00 am on June 1 and the cancellation request received (phone, text, WhatsApp or email) at 10:01am on May 31 then the REFUND will not be made available as the cancellation request time is less than 24 hours i.e. 23 hrs and 59 minutes.
- In case of cancellation before 24 hours a cancellation fee of 10% and any amount that has already been paid to the 3rd party or third-party vendor will be deducted from the final refund/return.

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- **Accidents can always happen and beyond human control thus we may not be able to avoid unfortunate inevitable events or happenings. Thus, plan accordingly, keeping this clause in mind. We will not take any responsibility of psychological injury, body injury or even death because of any natural cause, event or human error.**
- Currently we are offering this service within the limits of Southern Ontario i.e. From Barrie, ON to Niagara Falls, Ontario (NORTH-SOUTH) and from Oshawa, ON to London, ON (EAST-WEST).
- 13%HST is already included in the total bill.
- Any other term and condition will be added without any notice or consent.
- **IT IS THE RESPONSIBILITY OF THE INDIVIDUAL/S WHO BOOKED THIS SERVICE NAMED AS 'SENIORS' LEISURE & TRAVEL' WITH THE FAMILY GUYS TO READ THE PGPFC TERMS & CONDITIONS. WE WILL NOT TAKE ANY RESPONSIBILITY WHATSOEVER FOR ANY MISUNDERSTANDING, THUS PLEASE ASK IF YOU HAVE ANY QUESTION.**
- ****Any kind of disrespectful behaviour and language won't be tolerated. In case of any such event the trip will be cancelled immediately and there will be no refund at all.*
- Ask for the **FIRST-AID KIT** when needed.
- Thanks for your interest in the Family Guys® products and services.
- See you soon.
- No signatures are required by the Family Guys®LLP and the client.
- We appreciate a **TIP** as a token of appreciation.