

JOYFUL JOURNEYS LLC

Service Agreement

1. Scope of Services

Joyful Journeys provides structured, supervised community-based enrichment outings for adults (18+) with intellectual and developmental disabilities. Services may include community outings, transportation, supervision, light ADL assistance, and verbal reminders for independently self-administered medication. Joyful Journeys does not provide skilled nursing services, medical treatment, behavioral crisis intervention services, or medication administration unless a separate written agreement is executed in advance.

2. Eligibility & Supervision

Participants must be 18 years of age or older and appropriate for community participation. Higher medical or behavioral support needs may require adjusted supervision ratios and rates. Joyful Journeys reserves the right to decline participation if needs exceed safe capacity.

3. Medication Policy

Joyful Journeys does not administer prescription or over-the-counter medications. Staff may provide verbal reminders only. Outings are scheduled between medication times whenever possible. If medication administration is required and no written agreement is in place, the participant will not attend.

4. Payment Terms

Payment is required in full prior to scheduling services. Services will not be scheduled until payment is received, unless approved by Joyful Journeys, LLC.

5. Cancellation Policy

A minimum of 48 hours' notice is required for service refunds. If non-refundable tickets or reservations have been purchased, those costs will not be refunded. The service portion may be refunded in accordance with policy.

6. Assumption of Risk

Participation in community outings involves inherent risks including transportation and public environment risks. By signing, the participant or guardian acknowledges and accepts these risks.

7. Emergency Authorization

In the event of a medical emergency, Joyful Journeys staff are authorized to seek emergency medical treatment and contact emergency services. Participants and/or guardians assume financial responsibility for emergency care.

8. Limitation of Liability

Joyful Journeys shall not be held liable for injuries or incidents except in cases of gross negligence or willful misconduct.
