



## RIDE SCHEDULING GUIDELINES

*These guidelines will apply to service offered within the scope of the stated mission of the Bella Vista Courtesy Van.*

- **ALL RIDES ARE SUBJECT TO CONFIRMATION, SO RIDERS SHOULD EXPECT A PHONE CALL TO CONFIRM THE RIDE - EITHER THE AFTERNOON PRIOR TO THE RIDE OR IN THE EARLY MORNING OF THE RIDE.**
- **MEDICAL APPOINTMENTS TAKE PRIORITY.** Riders with non-medical destinations may be asked to reschedule.
- **Appointments can be made for two months in advance.**
- **Appointments must be requested with at least one business day prior to the requested date.**
- Clients may only schedule **3 trips per week.** (Hair care in Bella Vista only)
- Two **daily rides must be back-to-back** (no home trips between them)
- Destinations must be within our Service Area (call to verify)
- Appointments in **Bella Vista** may begin at 8:30 am – 3:30 pm with return no later than 4:30 pm
- Appointments in **Bentonville and Rogers** may begin at 9:00 am – 3:00 pm with return no later than 4:00 pm.

(RFP 071924)

*Unless a wheelchair is used, all Clients must have the ambulatory capability to get in and out of the van and into the appointment office or have their own assistance.*

## GO AHEAD AND MAKE THE CALL

# 479 855 7663

**Call any time and leave a voicemail in order to become a new Client or to schedule an appointment.**

**Call at least 1 business day ahead and up to two months in advance. Speak slowly and clearly, providing the following:**

1. **Name: First and Last (please spell)**
2. **Phone number including area code**
3. **Appointment date, time and likely duration**
4. **Destination name and address**

**IN CASE OF BAD WEATHER, CHECK TV STATIONS AND RADIO. IF BENTONVILLE SCHOOLS ARE CLOSED OR HAVE LIMITED BUS SERVICE, THE COURTESY VAN IS CLOSED.**