



## RIDE SCHEDULING GUIDELINES

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

- **ALL RIDES ARE SUBJECT TO CONFIRMATION.** 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.
- 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.
- Appointments must be requested with at least one business day prior to the requested date.
- Appointments can be made up to two months in advance.
- Clients may schedule up to 3 trips per week (Hair care restricted to 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.

## 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 RADIO AND TV STATIONS OR THE WEBSITE.  
IF BENTONVILLE SCHOOLS ARE CLOSED OR HAVE LIMITED BUS SERVICE,  
THE COURTESY VAN IS CLOSED.