



CLIENT SCHEDULING GUIDELINES

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

- **ALL RIDES WILL BE CONFIRMED.**
- **EXPECT A PHONE CALL TO CONFIRM THE RIDE - EITHER THE AFTERNOON PRIOR TO RIDE OR THE EARLY MORNING OF RIDE.**
- **MEDICAL APPOINTMENTS TAKE PRIORITY.** Clients with personal destinations may be asked to reschedule.
- **Appointments can be made for two months at a time.**
- **Appointments must be requested 48 M-F hours prior to the requested date.**
- Clients may only schedule **3 personal trips per week.** (Beauty in BV only; exercise; swimming; shopping)
- Multiple **daily rides must be back-to-back**; no home trips between them.
- Rides and destination(s) may be limited depending on driver availability.
- Appointments in **Bella Vista** may begin at 8:45 a.m. – 3:30 p.m. with pickup no later than 4:30 p.m.
- APPOINTMENTS in **Bentonville and Rogers** may begin at 9:15 a.m. – 3 p.m. with pickup no later than 4 p.m.

If no wheelchair is used all clients must be ambulatory to get in and out of the van and into the appointment office or have their own assistance.

NEW CLIENTS

No service will be provided until a scheduler contacts you. During the initial call, please provide the following:

- Full name
- Address and phone (home and cell)
- Phone of an Emergency Contact
- Special Needs Information
 - Wheel Chair
 - Multiple Riders
- Before scheduling the first ride, riders need to provide a copy of their COVID vaccination record by:
 - Scanning the card and emailing it to bvcvan@gmail.com, or
 - Mailing a copy to 1801 Forest Hills Blvd., Suite 120, Bella Vista, AR 72715.
 - We will update our records and then destroy our copy

Donate: www.bellavistacourtesyvan.com

GO AHEAD AND MAKE THE CALL

479 855 7663

BVCV Office: 1801 Forest Hills Blvd, Suite 120

Call any time and leave a voicemail in order to schedule an appointment.

Call at least 48 hours 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. Location (address may be necessary)

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