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STEP

GUIDE TO USING



Arrive

Step 1: Sign up as a member

There are two ways to do this:

Online at <http://arriverides.com/become-a-member/>

Over the phone, by calling 866-626-9879.

Once you're signed up, we're going to ask you some questions so that we can provide you with better service.

We ask all members to describe what they look like, and if they'll have any mobility devices with them when they take a trip. We ask if you can get in and out of an SUV, or if we should be sure to send you a sedan when you order a ride.

And we'll take the opportunity to look up your home address on a map and make sure there's nothing confusing to us about navigating a driver there.

Step 2: Note the dispatch line phone number

This is a number that we only give out to members, and it's answered between 9 am and 6 pm Pacific time, seven days a week. You should write it down immediately, as your membership is active immediately.

But don't worry if you lose that slip of paper, because we're also going to send you a welcome package in the mail. The package will contain a refresher about how the service works, plus a refrigerator magnet with the Arrive dispatch line phone number on it, and a business card with the dispatch line phone number on it. We recommend you put the business card in your wallet. That way you'll hopefully always have the number with you, even if you don't have a cell phone with you when you'd like to take a trip.

Step 3: Order a ride!

(There are two ways to do this.)

1) You prefer to schedule in advance:

When our members have scheduled appointments, most prefer to pre-schedule their pickups from home with Arrive. Call us any time between 9 am and 6 pm and let us know where you would like to go, when you would like to be picked up. We'll schedule the ride in our system for you.

If you've called more than three days in advance of your ride date, we'll give you a call the day before to remind you about your reservation.

Five to ten minutes before your scheduled pickup time, we'll call you again to let you know what kind of car is coming to pick you up, and its exact ETA. You'll go outside to meet it at the appointed time.

2) On demand:

Arrive Rides is open for on-demand rides between 9 am and 6 pm, Pacific time, seven days a week. Those are the hours during which you can call and ask for an immediate pickup.

Call our dispatch phone line, and be ready to tell us where you are and where you'd like to go. We'll keep you on the phone while we order a car for you through Lyft or Uber.

While we're looking for one, we'll ask you what you're wearing, and if there are any landmarks around you that might make it easier for a driver to spot you. The best practice is to wait by the front door of the address you're visiting.

We'll tell you what kind of car is coming for you, and how long it will be until it arrives. Always be ready to leave immediately when you call to ask for a ride! Sometimes the car we find is just around the corner. We'll be keeping an eye on your pickup, and helping to direct the driver if they have a hard time finding you. We're notified when you're safely in the car.

Step 4: Payment

You never need to pay the driver directly for the ride cost. Arrive is charged for your trip as soon as you get out of the car. (If you want to tip the driver, you will need to do so in cash—Arrive has no way of sending a tip to a driver.)

When you registered with Arrive, you put a credit card number on file with our bank. The morning after you take a ride, we'll charge your credit card for the same fare that we paid Lyft or Uber on your behalf, plus \$5. (The fare is the Lyft/Uber fee plus \$10 for rides taken outside of our normal business hours—before 9 am or after 6 pm.)

Arrive is always notified of the expected fare as we're ordering your ride, so feel free to ask when you call for a pickup. We also flag any charges that seem unexpectedly high, and clarify them before we bill you.

You'll receive a receipt that shows your starting address, your ending address and the total ride cost of each trip you took that day. The receipt will also clearly show the total amount charged to your credit card, so it's easy to reconcile with your statement.

FAQs

Will a driver wait for me while I do my grocery shopping?

No. The drivers are paid by the mile, so they are going to drop you off at the grocery store and then head out to pick up another fare. Just give us a call when you're done shopping and we'll send you another driver, lickety-split.

I use a walker. Can I use Arrive Rides?

Yes. Every driver we send to you will help you to collapse a walker and store it in their trunk, then set it up for you at your destination.

I need a ride before Arrive opens at 9 am. What do I do?

Arrive begins dispatching pre-scheduled rides as early as 6 am, Monday through Friday. Call the dispatch phone line during our open hours to pre-schedule your morning pickup. There is an extra \$5 charge on these rides.

I live on the East Coast. Can I use Arrive?

Yes. Arrive can dispatch rides anywhere there is Lyft or Uber service, which means in most cities and surrounding areas in the continental United States. Our phone line hours are 9 am - 6 pm Pacific time, so someone on the East Coast, for example, can call between noon and 9 pm Eastern time.

Other questions? Call us at 866-626-9879.