

# Vancouver Safe Driving Academy LTD. Policies

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***\*All Prices are subject to change without prior notice! All prices Do Not include 5% GST\****

## 1. **Fees:**

- Our hourly rate is \$85.00 per hour
- Our vehicle rental rate is \$100.00 per road test

## 2. **Lesson Duration:**

- Each Driving Lesson is a minimum of 1 hour
- Each Road Test Session is a minimum of 2 hours including 60-minute warm-up.
- Each 1 hour Driving Lesson will have a minimum of 50 minutes of practice time + a maximum of 10 minutes of theory time.

## 3. **Valid Drivers License:**

- All students must provide a valid BC Learner's Drivers' Licence or Drivers' Licence, including foreign Drivers' Licence before the first lesson. Students must carry their licence at all times during training.

## 4. **Cancelling/Rescheduling/Refunding a single Lesson for any Reason:**

4.a If you wish to cancel/reschedule a driving lesson, we require 48 hours notice otherwise a cancellation fee of \$50.00 will be assessed.

4.b Should a student give less than twenty-four (24) hours notice for cancellation/rescheduling, that lesson for the student will be void.

-Cancellations/reschedules must be done by via e-mail or phone.

-If the student does a no-show for their lesson, their lesson will be void.

-Should the student not show up after the first 20 minutes of their scheduled lesson, the instructor has the right to leave and the lesson is void.

- There will be no refund for driving lessons or road test sessions that have taken place.

## 5. **Cancelling/Refunding Bundles:**

-Should a student decide to cancel their Bundle any time after their first lesson, we will deduct the amount of lessons claimed from the bundle as well as any lessons within 48hrs of cancellation, plus a \$50 processing fee, and the remainder will be reimbursed to the payee.

- There will be no refund for driving lessons or road test sessions that have taken place.

## 6. **Payment:**

-Payment must be made no later than the end of each driving lesson or road test session. There will be no refund for driving lessons or road test sessions that have taken place.

If the student has pre-paid for driving lessons or a road test session, there will be no refund given in cases of insufficient notice of cancellation (see 4.a and 4.b above).

## 7. **Payment Methods:**

-Currently, we accept payments through cash, E-transfer, and PayPal+ PayPal fees (%2.9 + \$0.30) after we have determined how many classes you will need.

-Our prices do not reflect taxes nor PayPal fees and students must confirm with us prior to paying with PayPal.

**8. Passengers:**

-There will be a maximum of 3 people (1 observing) in the (Vancouver Safe Driving Academy LTD) vehicle

during the student's lesson time.

-If you would like to be accommodated by a passenger for your lesson, there is a \$40 surcharge each time.

**9. Booking Lessons:**

-Currently our booking is only over the phone or E-mail.

-Lesson slots are not reserved for students until we have received payment for the bundle/lessons.

**10. Road Tests:**

-Only pick up is included with all of our road tests.

-Students must inform Vancouver Safe Driving Academy LTD of their road test day and time to make sure we can book one of our vehicles for the student's road test.

-We do not make any road test reservation on the behalf of students. It is the sole responsibility of our students to find and book a road test time slot with ICBC.

**11. Bundle Expiration:**

-Our Bundles and individual lessons have an 8-month shelf life and will expire if not used up within the 8-month period following the purchase of the Bundle/lessons. If there are any lessons remaining once the Bundle has expired, they will be considered to be void as they have expired.

**12. Harassment & Intoxication:**

-Our school will not tolerate any sort of Aggressive, or any Threats made towards any of our staff members.

-Students under the influence of alcohol, recreational substances or medication that induces drowsiness or sleepiness are not safe to be on the road and therefore will not be given a lesson and as such, their lesson will be void.

**13. Vehicle Damages:**

-Other than accidents, ICBC does not cover damages done to our vehicles.

-Students who have damaged our company vehicles are responsible for half of the repair costs.

-Some areas of damage can include but are not limited to: Rim damage, Tyre damage, Bumper damage, Vehicle door damage, paint scratch.

**14. ICBC Road Tests Info:**

-If you fail to attend a road test appointment that you have booked without providing either at least 48 hours of notice for cancellation to ICBC, or a reason that is satisfactory to ICBC, you will be charged a \$25 fee by ICBC for each missed test in addition to your other fees at your next road test appointment. -

-This \$25 fee is in addition to the usual road test fees.

***\*We reserve the right to cancel your appointment if any of the issues listed above should arise with no refunds.***

***\*\*Vancouver Safe Driving Academy LTD. does not guarantee the student will pass the road test or receive a license.***