

STUDENT SERVICE AGREEMENT

This agreement outlines the terms and conditions of the services to be rendered to the registered Student by this driving school herein referred to as "School" or "Company". The student and/or guardian(s) agree to complete the purchased course(s) of instruction by the Company. This service agreement will apply to any additional lessons/services purchased. In consideration of the mutual obligations specified in this Agreement the parties intending to be bound by this agreement understand and agree to the following: It is understood that the student's successful completion of the purchased course(s) requires the following: Punctual attendance, reasonable attentiveness, proper conduct and full participation, provide valid documentation as required by state law, follow all instructions given by the instructor during lessons or tests, comply with all traffic laws and regulations during lessons or tests, and notify the Company of any medical conditions or impairments that may affect driving ability.

Behind the Wheel Lessons (BTW): In-car training is designed to assist students with learning how to operate a motor vehicle properly. No two students are alike and therefore, each lesson is tailored to each individual student. Students must be 15 years of age or older to get behind the wheel lessons. To ensure maximum lesson results, instructors can perform various teaching methods including; exclusive lessons, dual parking, simulation training and transitional/observation lessons. Instruction period for each behind the wheel lesson is 2 hours. Students are to be picked up and dropped off at the location disclosed in the appointment confirmations. If students need to change the location of pick-up/drop-off they must contact the office to request the address change. The lesson time starts when the instructor arrives at the student's pick-up location and has notified the student they have arrived. Instructors can communicate with students via telephone, text, email and/or the student portal. Students may use their student portal or call 866-236-9577 to schedule or make changes to lessons. When lessons are completed, the Instructor is required to complete and review the lesson evaluation with the student. The school will provide a certificate for insurance reduction if the student successfully completes 6 or more hours of behind the wheel training. After successful completion of 6 or more hours BTW students should request for a certificate by contacting the school via telephone or email during business hours.

Road Test Car Rental: This service is for students who want to take the state road test exam. The service includes; pick-up and drop-off, an Instructor to accompany the Student to their state road test exam, allowing the Student to utilize a company authorized vehicle and car insurance to take the road test. Student's are required to adhere to the state road test requirements before the scheduled road test appointment. The school can book the road test appointment on the student's behalf or use a pre-booked appointment. Please confirm all road test car rental dates and times by contacting the school via email or telephone. Upon passing and fulfilling all state requirements the students will be issued a state driver's license by the State Department of Driver Services.

Classroom Courses: We provide virtual Joshua Law and Defensive Driving courses. Upon registration course login details will be sent to the student via email. Once the Student has successfully completed the course a downloadable certificate will be issued via email and within the course homepage.

Safety Precautions: Guidelines set forth for the safety of the instructor, student and all roadway users the following must be adhered to. NO flip flops, slides or sandals are allowed during lessons. It is mandatory that ONLY closed-toe footwear is worn during lessons. Students MUST be alcohol and drug free during all appointment times. We do not conduct lessons in hazardous weather conditions. If the School determines that the weather is hazardous/inclement during a scheduled lesson time, the lesson will need to be rescheduled. This driving school has and will maintain full-coverage auto insurance on each training vehicle as required by the state. If the Student is feeling ill or sick, please contact the school to reschedule your in-car service to a later date. To avoid the spread of germs and illness company cars are to be disinfected before and after each student. Please also adhere to updated health and safety guidelines announced by the school. The Student assumes responsibility for damages caused by reckless or negligent behavior during lessons or tests. The Company is not liable for any fines, tickets, or legal issues incurred by the Student outside of scheduled lessons.

No-Shows/Cancellations/Appointment Times: Client cancellations: We ask that students notify the school at least 24 hrs prior to canceling their lessons to avoid rebooking fees. If a lesson is canceled without 24 hours' notice a cancellation fee of \$40.00 will be applied and must be paid before re-booking. Students have a 10-minute grace period to meet with the instructor when they are notified the instructor has arrived. After 10 minutes the student will be recorded as a No-Show Appointment and a \$50.00 fee will be added to the student's account. The fee must be paid before the student is able to reschedule. Due to the nature of behind the wheel driving lessons, road tests and conditions of driving, we ask that you expect and prepare for delays/early arrival up to 30 minutes (sometimes longer). Instructors/Office will communicate with students if services are delayed or expected to arrive early. Please be advised that all appointments are scheduled in a tentative nature due to the conditions of driving. Students need to provide correct and current contact information to the school.

Communication: SMS Notification Clause: By opting to use SMS our services, you agree to receive SMS notifications related to your account, transactions, and service updates. SMS notifications may include, but are not limited to, alerts about account activity, appointment reminders, promotional offers, or important service announcements. Standard message and data rates may apply according to your mobile service provider. You may opt out of receiving SMS notifications at any time by following the opt-out instructions provided in the message or by contacting customer service. Please note that opting out of certain notifications may impact your use of the service or timely updates. By providing your mobile number, you acknowledge and consent to these terms.

Refund Policy: Refund requests must be submitted via the Customer Inquiry Form provided by the school. If a Student is eligible for a refund, refunds will be provided only for unused lessons or road tests. If the Client cancels within 48 hours of purchasing a package and has not attended, booked or confirmed any lessons/services, a full refund will be provided, minus an administrative fee of \$25.00. After the 48 hour timeframe the Client is not refund eligible. For partially completed packages, refunds will be prorated based on the number of unused lessons or tests. Missed sessions due to Client no-shows or late cancellations will not be refunded. If the Company cancels lessons or tests and cannot reschedule within 30 days, the

Client will receive a full refund for the canceled sessions. The Company reserves the right to reschedule lessons or tests due to unforeseen circumstances (e.g., weather conditions, roadway condition, vehicle conditions and instructor availability) and will notify the student a reschedule is required the client is not eligible for a refund for unforeseen circumstance service cancellations, the service will need to be reschedule.

Dispute Resolution: The Parties agree to attempt to resolve disputes in good faith before pursuing any formal action. Clients must contact the Company at info@alln1drivingschool.com to discuss any concerns or disputes before initiating a chargeback or legal claim. If a dispute cannot be resolved through negotiation, the Parties agree to submit the dispute to mediation, facilitated by a neutral third party, before pursuing legal action. The mediation costs will be shared equally by both Parties.

Chargeback Policy: Clients agree not to dispute charges through their financial institution without first attempting to resolve the issue directly with the Company. In cases where a chargeback is filed, the Company reserves the right to provide evidence to the financial institution, including signed agreements and service records. Filing a chargeback without valid cause may result in legal action to recover disputed funds and associated costs. If a chargeback is filed and reversed to the Company a \$75.00 reactivation fee will be applied to the Student account. This Agreement is governed by Federal and State laws Any unresolved disputes will be subject to the exclusive jurisdiction of the courts in Georgia.

I, the Student and/or guardian(s) fully understand that if I fail to comply with the terms and conditions of this agreement, I am in breach of contract and the school will not be under any obligation to fulfill the terms of this contract. This may terminate this agreement immediately. This agreement constitutes the contract between ALL N 1 DRIVING SCHOOL and the student and/or guardian, and no verbal statements will be recognized. If you have any questions or concerns, please do not hesitate to contact us.



866-236-9577
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