

### **Shep's School of Driving Terms and Conditions:**

Shep's School of Driving (SSOD), are required to provide all students prior to enrolment the information on the following:

- Information on services provided by SSOD is available via phone, email or website/s. Prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course. Participants must ensure they can undertake all training. All costs, durations and course breakdowns are available on the website.
- SSOD will take every possible action to ensure we support you throughout your training and assessment process. If at any point throughout your course, you require assistance or support please discuss these needs with SSOD staff and we will do our best to help. If you have any special needs, including language and literacy, learning, mobility, visual impairment or hearing please notify staff prior to enrolment to allow us to cater for your needs. If you do not notify us of any condition that may affect your learning, we may not be able to assist you if the need arises.
- As part of your training and assessment, you have various rights. SSOD wants to ensure your time spent with us is both beneficial and enjoyable. If at any point you feel harassed, discriminated or feel abused, please follow our complaints process.
- In compliance with our Privacy Policy and the Privacy Act, the information requested on your enrolment form will only be used to process your enrolment and maintain your student record. All information will be kept confidential.
- SSOD have a first aid kit available in all vehicles. These are regularly checked and updated. All SSOD instructors are trained first aid officers.
- All students will be granted access to our training and licence programs regardless of gender, race or learning difficulties (taking into account numeracy, literacy, language or any other learning or physical disability). If you feel you have been discriminated against, please follow our complaints process.
- All staff identify the risk management process: Identify – hazards assess risks that may result because of the hazards, decide – on control measures to prevent or minimise the levels or risk, implement – control measures, monitor – and review the effectiveness of measures.

### **Complaints:**

- If a student has a complaint or feels they have been unjustly served, harassed or discriminated against in any form a complaint must be lodged in writing within 1 week of the event. Complaints can be sent in writing to [chris@shepsschoolofdriving.com.au](mailto:chris@shepsschoolofdriving.com.au). Management at SSOD will review the situation with the client either by verbal, phone or in writing and the matter will be resolved within 3 weeks of the dated complaint. If the matter cannot be resolved internally, SSOD will discuss with the client without fear of prejudice or repercussion about a mutual third party to help resolve the matter.

### **Terms and Conditions for Shep's School of Driving**

#### **Agreeing to these terms and conditions you agree that:**

- You fully understand the requirements during the course or lesson purchased.
- You have read in full, the information regarding the course you have booked into and understand it fully.
- You acknowledge that you are required to wear appropriate clothing during lessons. Footwear is optional (bare feet are ok). You understand that if you are not wearing appropriate clothing you may be refused to begin the lesson, in which case you will forfeit part of your booking amount of the booking fee and will be required to re-book and pay the fee again if you wish to complete the course.
- You understand that if you are more than 10 minutes late for your course, you may be refused to sit the course in which case you will forfeit that lesson from your booking and will be required to re-book and pay the lesson fee again if you wish to complete the full course.
- You acknowledge that SSOD will not tolerate any student being disruptive, disrespectful, using inappropriate language or discriminating against other students or staff members. You understand that if you participate in any of the above behavior you may have your course cancelled. In which case you will forfeit your booking and total amount of the booking fee and will be required to re-book and pay the full fee again if you wish to complete the course.
- You acknowledge that at times during the course staff/contractors may take photos/videos for use in promotional/marketing activities. You acknowledge your acceptance in participating in such activities and SSOD to use these photos/videos for promotional and marketing uses.
- You acknowledge and accept that you are liable for any damages made by you to training equipment and that you will be required to pay for any damages to SSOD equipment. This will be invoiced and sent out the day after training.
- You accept that SSOD is not liable for any injury or damage caused by you or another vehicle during lessons.
- You acknowledge that the instructor's decision is final and any attempt to bribe, bully or coerce will be immediately reported to the correct authorities.

## Shep's School of Driving Refund and Cancellation Policy

### Cancellation:

- A minimum of 24hrs notice is required for a lesson cancellation.
- If you cancel your full course you will be required to give 14 days' notice or you will not be entitled to a refund.

### Reschedule:

- A minimum of 24hrs notice is required to reschedule a lessons free of charge.
- If you reschedule your lesson with less than 24hrs notice you will be charged the full lesson fee.

### Participant to Participant Transfers:

- Participant to participant transfers of lessons and courses can be made up to 7 days prior to the date.

### Forfeit of course and total of monies paid:

- **No shows: A no show is defined as someone who fails to attend their scheduled course/lesson.** If prior contact is made directly to SSOD that work responsibilities or schooling issues have come up, then arrangements can be made. If no contact has been made, students have slept in or forgotten about the course/lesson, then this is classed as a no show and will not be entitled to a refund or rebooking of the course/lesson.

### Cancellation by Shep's School of Driving:

- SSOD reserves the right to cancel or reschedule courses/lesson's due to unforeseen circumstances and/or circumstances beyond our control. Should this occur, those who are booked in will be notified and offered to move their course/lesson to the next available date or, to move their course into credit. SSOD will not be held liable for any claims arising from course/lesson cancellation.

### Course Credits:

- Course credits are at the discretion of SSOD and if given must be used within 3 months of the date the credit was issued.

### Gift Vouchers:

- Top Rider gift vouchers are not redeemable for cash and are non-refundable.
- Top Rider gift vouchers will be considered null and void once expired.
- All vouchers have a 1yr expiration date from date of issue.