

# Pro 1 Driving School Inc. Customer Policy

## 1. Eligibility:

- Students must be at least 16 years old and possess a valid learner's permit or driver's license.

## 2. Registration:

- Students must complete the registration form and provide all necessary documentation, including identification and proof of age.
- Payment for the driving school packages must be made in full at the time of registration.
- Individual lesson payments must be made before the lesson.

## 3. Attendance:

- Student must carry their Learner's permit with them during lessons.
- Students are expected to attend all scheduled driving lessons.
- If a student is unable to attend a scheduled session, they must notify the driving school at least 24 hours in advance to reschedule.

## 4. Code of Conduct:

- Students must demonstrate respectful and courteous behavior towards instructors, staff, and fellow students.
- Any form of harassment, discrimination, or disruptive behavior will not be tolerated and may result in expulsion from the program.

## 5. Safety:

- Students must comply with all safety rules and regulations set forth by the driving school.
- Students must always wear seatbelts during driving lessons and adhere to all traffic laws.
- Lessons will be conducted in our insured vehicles.
- Smoking, alcohol, and drugs are not permitted in our vehicles.
- Driving lesson will be canceled if student is under influence of alcohol or drug on the discretion of instructor.

## 6. Progress Evaluation:

- Students will be evaluated periodically on their driving skills and knowledge.
- Instructors will provide feedback and guidance for improvement.

## 7. Refund Policy:

We offer a full refund for cancellations made at least 7 days before the first lesson.

\* Pro rated refund will be issued to the students after deducting the lesson price as individual lesson from the package price.

## 8. Liability:

- The driving school is not liable for any accidents, damages, or injuries that may occur during driving lessons or classroom sessions.
- Students are responsible for any damage caused to the instructor's vehicle due to negligence or misconduct.

By enrolling in our driving school, you agree to our customer policy. If you have any questions, please do not hesitate to ask.

