

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 should be made in full at the time of registration.
- Individual lesson payments should be made before the lesson.

3. Attendance:

- Students 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- Cancellation Policy

Scheduled lessons can be cancelled at any time, but this protocol should be followed as written below. More than 24 hr notice. No Fee

Less than 24 hr notice Half price of the lesson or max to \$35

No show full lesson fee will be charged.

5- Lesson & road test fee

Lesson and road test fee will be as follows unless some promotion is running

Knowledge Test Preparation Fee \$150.00

One hour lesson \$60

One and half hour lesson \$90

Package prices as advertised on the website.

Road test fee.

Road test rental car fee. Lessons will be extra.

If within city of residing \$100.00

Out of city road test fee \$150

Out of metro Vancouver \$250

Standby Road Test Fee \$ 300

6. 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.

7. 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 lessons will be canceled if a student is under the influence of alcohol or drugs at the discretion of the instructor.

8. Progress Evaluation:

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

9. 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 an individual lesson from the package price.

10. 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.