

Pro 1 Driving School Inc.

Customer Policy Agreement

By enrolling in Pro 1 Driving School Inc., you agree to the terms and conditions outlined in this comprehensive Customer Policy.

1. Eligibility and Permit Requirements

- **Minimum Age:** Students must be at least 16 years old.
- **Valid Permit:** Students must possess and must carry a valid B.C. Learner's Permit or Driver's License during every scheduled driving lesson.

2. Registration and Payment

- **Registration:** All students must complete the official registration form and provide necessary documentation, including identification and proof of age, prior to commencing lessons.
- **Payment for Packages:** Payment for all driving school packages must be remitted in full at the time of registration.
- **Individual Lessons:** Payment for individual lessons must be made prior to the commencement of the scheduled lesson.

3. Attendance, Rescheduling, and Observers

- **Scheduled Attendance:** Students are expected to attend all driving lessons as scheduled.
- **Rescheduling Notice:** To reschedule a session without penalty, students must notify the driving school at least 24 hours in advance.

- **In-Car Presence:** Lessons are typically conducted with only the student and the instructor present. In certain cases, one observer may be permitted in the vehicle, strictly with the prior consent of the instructor and the school.

4. Cancellation and No-Show Policy Fees are based on the lesson's standard price, subject to a maximum fee where specified.

Notice Period	Fee Charged	Maximum Fee
More than 24 hours	No Fee	N/A
Less than 24 hours	Half Price of the lesson	\$35.00
No-Show	Full Lesson Fee	N/A

5. Driving Lesson Structure and Feedback To maximize the effectiveness of instructional time, every lesson is structured to be both comprehensive and efficient.

- **Comprehensive Curriculum:** Our training program is designed to be thorough, covering **more than 100 topics**. This includes everything from fundamental vehicle controls and safe driving techniques to advanced hazard perception and eco-friendly driving habits, ensuring a well-rounded learning experience.
- **Lesson Time Allocation:** Each lesson is divided based on a ratio to ensure practical skill development and clear feedback:
 - **Active Instruction:** The majority of the lesson is dedicated to hands-on driving and practical skill development.
 - **Debriefing & Feedback :** The final segment is reserved for a structured performance review, delivery of actionable feedback,

and a dedicated Q&A session.

Lesson Duration	Active Instruction Time	Debriefing, Feedback, and Q&A
1 Hour (60 minutes)	55 minutes	The final 5 minutes
1.5 Hours (90 minutes)	80 to 85 minutes	The final 5 to 10 minutes
2 Hours (120 minutes)	110 to 115 minutes	The final 5 to 10 minutes

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6. Lesson and Road Test Fees

Service	Price	Notes
Knowledge Test Preparation	\$150.00	Fee for dedicated preparation sessions. Waived if you buy a minimum of a 15-hour package.
1 Hour Lesson	\$60.00	
1.5 Hour Lesson	\$90.00	
2 Hour Lesson	\$120.00	
Packages	As Advertised	Refer to the Pro 1 Driving School website.

Road Test Booking Fee	\$50	If you buy a package then the road test booking fee is waived but the road test will be booked only after the first lesson and signing of consent form to book the test.
Road Test Rental Car Fee (In City)	\$100.0	Applies to tests within the student's city of residence. Lesson prices are charged extra.
Road Test Rental Car Fee (Out of City)	\$150.00	Applies to tests outside the student's city of residence. Lesson prices are charged extra.
Road Test Rental Car Fee (Out of Metro Vancouver)	\$250.00	Applies to tests outside the Metro Vancouver area. Lesson prices are charged extra.
Standby Road Test Fee	\$300.00	This fee is payable in advance and regardless of the outcome or scheduled time of the ICBC road test. This ensures the vehicle remains unbooked and reserved for the entire duration of the standby time.

7. Safety, Code of Conduct, and Vehicle Damage

- **Code of Conduct:** Students must maintain respectful and courteous behavior toward all instructors, staff, and other students. Harassment, discrimination, or disruptive behavior will result in immediate expulsion from the program without a refund.
- **Safety Compliance:** Students must comply with all safety regulations,

always wear seatbelts, and adhere to all traffic laws.

- **Substance Use:** Smoking, alcohol, and drugs are strictly prohibited in the vehicle. The instructor reserves the right to cancel the driving lesson without a refund if a student is suspected to be under the influence of alcohol or drugs.
- **Vehicle Damage:** Lessons are conducted exclusively in Pro 1 Driving School's insured vehicles. In the event of damage to the school vehicle or third-party property, the cost of the damage will be shared equally between the student and the instructor (50/50).
- **Student Liability:** The driving school is not liable for any accidents, damages, or injuries during lessons. Students are responsible for any damage caused to the instructor's vehicle due to their negligence or deliberate misconduct.

8. Progress Evaluation and Refund Policy

- **Progress Evaluation:** Instructors will periodically evaluate students' driving skills and knowledge, providing detailed feedback and guidance to support continuous improvement.
- **Refund Policy:**
 - A full refund will be issued for cancellations made at least 7 days prior to the first scheduled lesson.
 - For packages, a prorated refund will be issued for remaining lessons after deducting the cost of all completed lessons at the full individual lesson rate.

9.Contact Information Pro 1 Driving School Inc. 171-16488 64 Ave
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