

# OKOTOKS-SOUTHTRAIL DRIVING SCHOOLS

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2241319 Alberta LTD

Okotoks-South trail Driving Schools and our clients or students will be ruled and governed in following regulations please read carefully and accept at the bottom.

## In-class training

The course consists of 15 hours of in-class or online theory training, which includes the final in-class test. Classroom dates time and location, will be indicated on an email, If you should happen to miss a class or a portion of a class, you may make up the time in a future class the following month at no extra charge. The final in-class or online test requires a passing mark of at least 80%. If you do not pass the test on your first attempt, it may be re-written at a later date.

## On-road training

IMPORTANT information before booking your first on-road session:

- . You must have your beginners' class 7 license.
- . Your course balance must be paid in full or have an arranged payment plan in place.
- . Lessons are held with one student only and door to door service is provided.
- . All lessons are video and audio recorded.

All mobile devices must be turned off before entering the classroom or in car training.

To get a course completion certificate a student must achieve 80% and above in classroom lesson or online and 75% and above in car training.

Okotoks-South trail Driving School is not responsible for your road test result and booking your road exam at [www.eservices.alberta.ca](http://www.eservices.alberta.ca).

Okotoks-South trail Driving School may cancel a classroom or in car lesson for The following reasons; very bad weather conditions, or if an instructor is sick, any emergencies, if the cars are not in good condition to train, if accident occurs during the training. Instructor reserves the right to take a 10min break if necessary during the lesson.

If the student is influenced by drugs, alcohol, has weapons or violent

behaviour. Okotoks-Southtrail Driving School instructors will not take the student for training and no refund will be given for that lesson or for a complete discharge and termination.

Okotoks-South trail Driving School instructors have a responsibility to train all students professionally, they will do their best to explain all the traffic rules and regulations, however, if the student is unable to follow instruction and is incapable of improve in their performance or is not practicing as required as per students evaluation copy and/or required to take extra lessons or pulled over by enforcement agency (police officer) it will be the students responsibility to deal with the matter. Okotoks-South trail Driving School reserves the right to cancel road lessons and not issue a course completion certificate if the above conditions are not met.

All students must present their learners license to the instructors, but if for any reason if the student couldn't produce their learners license prior to the training, Okotoks-South trail Driving School will cancel the training and refund will not be given.

You must have your class 7 learners license with you to begin your on-road training. In this instance, if you do not have it with you, as mentioned above, your instructor will be obligated to cancel/rebook your on-road session for an additional fee.

Full package (Bronze) offered with 10 hours 5 sessions, at 2 hours per session. If students requested our vehicles to use for their road test, an additional 30 minutes will be allotted for your final road exam that will be performed by an Alberta drivers examiner and an additional cost of \$60 for the car rental will be required.

Please Note: In-class sessions must be completed within 2 months of registration date and in-car training sessions must be commenced within 2 months of completed in-class session and on road lessons completed 1 year from date of registration.

Policy on cancellations (no show)

In the event that you cannot keep your scheduled on-road appointment, you must advise your instructor or Okotoks-South trail Driving School

office 24-48 hours prior to the appointment. Any change to an on-road appointment or meeting point must be arranged 24-48 hours prior to schedule on road session. Requests to change an on-road session with less than 24 hours' notice cannot be guaranteed, however, we will do our best effort to accommodate your request.

If you should fail to advise us of your cancellation or do not show up for your scheduled appointment, a cancellation fee of \$69.00 will be administered since this time was reserved for you. It is your instructor's responsibility to remain at the meeting point for 15 minutes after the scheduled appointment time, after which the on-road session is considered as no show. This missed session will be replaced at the end of the already scheduled appointments, closer to the road

exam.

#### Refund Policy

No refund will be returned after any part of the course (classroom, online or in-vehicle) has been started, used, uncompleted course or client decides to opt out. Refund will be issued if no part of the program has been used or started, minus a 5% transaction fee plus \$40 Administration fee.

You will receive a reminder by e-mail 1 day prior to your next scheduled on-road session and 12 hrs prior by SMS. If you are unable to keep your appointment, you may reschedule for a later date according to your instructors availability.

Your instructor may cancel or re-schedule your on-road session within 24 hours due to illness, personal emergency, weather or road conditions, and unexpected mechanical issues with the vehicle or being delayed by Final Road Test.

#### Additional On-Road Sessions

Additional on-road training sessions to improve your driving skills are available at a fee of \$145 per session.(2 hour lesson)

#### Additional Fees

A payment of \$35 will apply if a cheque is returned NSF. An administration fee of \$7 will be collected for in-class handbook.

In-class sessions must be completed within 2 months from registration date. Driving must be commenced and finished within 2 months of in class session. Course will be expired by 1 year from date of registration and will result in restarting the program with new deposit fee.

#### Privacy Policy

Okotoks-Southtrail Driving School respects the confidentiality of its customer's personal information. All personal information (name, address, telephone numbers and e-mail address) may be used to improve our services and to build better customer relationships. Information regarding a customer's driver's licenses and course records may be provided to appropriate government agencies (Alberta Drivers program) for certification purposes. By providing us this information, you have consented to these uses and disclosures. This information may be used from time to time to communicate with our customers, to send out offers, surveys or marketing materials. We do not share your personal information with anyone without your consent at any time unless we are required by law to do so. In such case, we will release personal information only to the extent required.

I understand and agreed to this terms and conditions,  
PLEASE SIGN AND SUBMIT TO THE INSTRUCTOR.

Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_