



H2O Policies & Procedures

1. Fees - Single Lesson Purchase

- a. \$70 per 60minute lesson
- b. \$110 per 90 minute lesson
- c. \$130 per 120 minute lesson
- d. \$240 Test Day Package including Test Fees, 60 minute pre-test lesson, checking in and support at Transport Department, and permission to use the H2O Car for the practical test
- e. \$180 Test Day Package not including the Test Fees.
(Includes 60 minute pre-test lesson, checking in and support at Transport Department, and permission to use the H2O Car for the practical test)

2. Fees - Pre-purchase Packages

- a. \$200 for a prepaid 3 Lesson Package
- b. \$330 for a prepaid 5 Lesson Package
- c. \$390 for a prepaid 6 Lesson Package
- d. \$650 for a prepaid 10 Lesson Package

3. Fees – DIY Supervisor/Learner Plans

- a. \$120 includes 60 minute Driving Instructed Lesson plus 3 week DIY Lesson Plan to practise skills with an Open Licensed Driver (Supervisor)

4. Payment

- a. Bookings are fully secured when fully paid
- b. Lesson to be fully paid 24 hours prior to lesson
- c. Payment to be deposited to:

Hills 2 Ocean Driver Training Pty Ltd

BSB: 062 692

Account: 486 23 756



- d. Or paid in cash at the end of the previous lesson
- e. There are no refunds on purchased lessons or packages

5. Prepaid Packages

- a. 3 Lesson Package – expiries within 12 weeks of purchase date
- b. 5 Lesson Package – expiries within 24 weeks of purchase date
- c. 6 Lesson Package – expiries within 30 weeks of purchase date
- d. 10 Lesson Package – expiries within 52 weeks of purchase date
- e. There are no refunds on purchased packages however can be transferred to a family member or friend, if no longer required due to achieving P-Plates.
- f. Payment to be deposited to:

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6. Cancellations

- a. **Minimum 24 hours notice** to cancel or move your lesson without incurring a fee
- b. Cancellations or rescheduling within the 24 hour period, though still the day before H2O reserve the right to charge a 50% cancellation fee
- c. Cancellations on the same day as the lesson you will forfeit 100% of the lesson fee
- d. If you **DO NOT SHOW** up to the lesson you will forfeit 100% of the lesson fee
- e. If you show up to the Driving Lesson unfit to drive eg. Under the influence of mind altering substances such as alcohol or drugs or fatigued and too tired to drive safely, you will forfeit 100% of the lesson fee
- f. All cancellations or remaining funds are credited towards future driving bookings.



7. QLD HEALTH RELATED CANCELTIONS eg COVID-19

- a. If you have been directed to get tested or isolate and you are not able to give 24 hours notice to H2O, you will not be charged provided you can provide
 - i. Proof of QLD Health Directive message with the date and time
 - ii. Proof of the test result

8. Driving Tests

- a. Driving Test could take up to or beyond 2 weeks to rescheduled, dependant on the Department of Transport available bookings
- b. Cancellation under 48 hours will result in forfeit of Test Booking Fee
- c. Cancellation under 24 hours will result in forfeit of the H2O Test Day package fee
- d. Driving Tests that require rescheduling will incur an additional \$20 Administration Fee

9. Grievance Procedure

- a. If you are unhappy with H2O or have a complaint, please make contact with Deborah James (H2O Company Director) via email h2odrivertraining@gmail.com outlining the problem
- b. If this is not possible please either text or call 0432 546631, understanding that Deborah may be in the car and will return your call as soon as possible.
- c. A meeting will be arranged with Deborah James to listen to your complaint. The aim is to arrive at an agreeable resolution.
- d. If the complaint is in regard to the Driving Instructors behaviour or conduct and a resolution has not been reached, learner drivers may direct their complaint to TMR (Department of Transport and Main Roads).



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Lower Beechmont QLD 4211
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- e. If the complaint is in regard to fees charged for lessons and a resolution cannot be reached, the learner driver may direct their complaint to the Office of Fair Trading QLD.
- f. If the complaint is related to discrimination and a resolution cannot be reached, refer to the Australian Human Rights Commission or the QLD Human Rights Commission.
- g. If the complaint is related to a criminal nature (such as assault), refer to the Queensland Police Service.