



HILLS 2 OCEAN DRIVER TRAINING

Gold Coast, Queensland, Australia
www.drivertrainingh2o.com
deb@drivertrainingh2o.com

Hills 2 Ocean POLICY & PROCEDURES (Driving Lessons)

1. Payment

- a. Bookings are fully secured when fully paid
- b. Lesson to be fully paid 24 hours prior to lesson
- c. Payment paid via Stripe (credit card fees apply) or direct deposit 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

2. Prepaid Packages

- a. 3 or 5 Lesson Package – expires within 26 weeks of purchase date
- b. 10 Lesson Package – expires within 52 weeks of purchase date
- c. There are no refunds on purchased packages
- d. Payment via Stripe (credit card fees apply) or direct deposit to:
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3. 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.
- g. If you are medically unwell the day of the lesson, a text message must be sent to 0432 546 631 prior to 9am of that day. A medical certificate may be required.

4. Driving Tests

- a. Driving Test could take up to or beyond 4 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



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5. 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).
- 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.