



DRIVING WEST MOTOR SCHOOL

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CANCELLATION POLICY STATEMENT

Purpose

The purpose of this policy is to outline that Driving West Motor School is committed to its schedule of undertaking driving lessons and want to maintain their high level of customer service in Western Australia.

1. We respect your time and we expect the same in return!

We respect your time and all we ask is that you also respect hours! Notifying me of your intention to cancel or reschedule in advance provides me an opportunity to schedule someone else for that time slot. This is important as we may have some students on a waiting list or students wanting to reschedule their appointment to a different time. As much Advance Notice as possible is greatly appreciated.

**IF YOU CANCEL YOUR APPOINTMENT WITH LESS THAN 24 HOURS NOTICE....
YOU WILL BE CHARGED FOR THE MISSED APPOINTMENT.**

2. Not running on schedule

Not running on time and you may not be able to catch up with your instructor at the scheduled appointment time? That's no problem but you **MUST** contact us and advise us. We will hold your appointment and you will have the remainder of the lesson time that is remaining, as long as you are available to be picked up within your scheduled hour, then you will not be charged for a no show appointment.

3. Cancellation of a PDA Test

The same cancellation window does not apply if you are cancelling a PDA Test. Unfortunately, If you are to cancel your PDA Test, a **MINIMUM** of five working days prior to your scheduled booking is required. If we do not receive the five working day notice period then you will be charged the full costs as if you were undertaking the PDA Test.

4. Acknowledgement

By signing the acknowledgement below, you are agreeing to our cancellation terms and this cancellation policy statement. If you are under the age of 18, your parent/guardian must sign also.

5. Update to Policy Statement

Driving West Motor School may at some stage update their cancellation policy statement. Any updated and revised Policy shall be communicated and copy made available via email.

CANCELLATION POLICY STATEMENT ACKNOWLEDGEMENT

I _____, hereby have fully read and understood the Cancellation Policy Statement administered by Driving West Motor School and agree to the terms as contained herein.

PRINT NAME – Student

SIGNATURE - Student

_____/_____/_____
Day Month Year

As Parent / Guardian of _____, I understand the Cancellation Policy Statement and realise that if my child does not provide the relevant notification period full costs will be payable by my son/daughter within seven days of invoice receipt.

PRINT NAME – Parent/Guardian

SIGNATURE – Parent/Guardian

_____/_____/_____
Day Month Year