



# DRIVING WEST MOTOR SCHOOL

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## OUR TERMS OF SERVICE

### **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 Perth 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. Fitness and Impairment Policy**

We retain the right to decline providing a lesson to any individual deemed unfit to operate a vehicle or suspect of being under the influence of drugs or alcohol. In such circumstances, the full lesson fee will be payable.

### **4. Refund Policy**

Driving lessons and packages once paid for are non-refundable but can be transferred to another student if within our service area or used as advance driver training if passed their driving assessment.

### **5. Acknowledgement**

By partaking in driving lessons with Driving West Motor School, you are agreeing to our Terms of Service and this Terms of Service policy statement.

If you are under the age of 18, your parent/guardian must view and accept this policy on your behalf.