

# Terms & Conditions and Cancellation Policy

## Students who are new to driving (Newbie session):

1. Available to all those on a learner licence only.
2. You must bring your learner licence, corrective eye wear (if required as a condition on your licence) and appropriate closed shoes to every lesson. Failure to meet any of these requirements will result in a lesson cancellation and incur a cancellation fee equal to the session fee.
3. Each Newbie Session is an hour in duration; consisting of a Background Briefing, In Vehicle Skills Assessment and a Planning Debrief to set up the next steps.
4. The Newbie Session is limited to one per student. All further lessons are booked as Driving Lessons.
5. You may not have any other passengers (e.g. children or infants) in the car as they can easily distract you from driving.
6. A Newbie Session must be prepaid and booked online. Bookings are subject to availability.
7. A Newbie Session is non-transferable.
8. Your Newbie Session will start and finish at the designated location.
9. If you arrive within 10 minutes after your agreed booking time, the In Vehicle Skills Assessment will be shortened by an equivalent amount of time, at the Driving Instructor's discretion.
10. If you arrive more than 10 minutes late to your agreed booking time, it will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
11. Any cancellations or changes to your booking must be made online or in writing via email to [tonesdriving@gmail.com](mailto:tonesdriving@gmail.com) at least 24 hours prior to the commencement of your session.
12. If you cancel online more than 24 hours prior to the commencement of your session, you can rebook online without incurring a cancellation fee.
13. Any cancellation within 24 hours prior to the commencement of your lesson will incur a cancellation fee equal to the session fee.
14. If you fail to arrive for your booking it will result in a session cancellation and incur a cancellation fee equal to the session fee.
15. The Newbie Session will be conducted in the instructor's vehicle for safety reasons.
16. Tones Driving Solutions reserves the right to terminate the session if:
  - You engage in any behaviour that your instructor determines is reckless; or
  - You fail to comply with the instructions or directions of the instructor before/during a session; or
  - Your instructor has assessed your driving skills/competence and deemed you to be unfit/unsafe to drive; or
  - You show any signs of impairment that will impact your ability to drive safely.

If your session is terminated for any of the above reasons, you will incur a cancellation fee equal to the session fee.

### **Students who are beginning their driving education (Beginner session):**

Available to all those on a learner, restricted or full licence (Class 1).

1. You must bring your valid licence, corrective eye wear (if required as a condition on your licence) and appropriate closed shoes to every lesson. Failure to meet any of these requirements will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
2. Each Driving Lesson is an hour in duration and tailored to your needs.
3. You may not have any other passengers (e.g. children or infants) in the car as they can easily distract you from driving.
4. All Driving Lessons must be prepaid and booked online; Bookings are subject to availability.
5. Lessons are non-transferable.
6. Driving Lessons can be conducted in the instructor's vehicle or your personal vehicle, if agreed upon with the instructor.
7. When using your personal vehicle, you must ensure that your vehicle has a valid registration, WOF, and be of a WOF standard at time of lesson, for example the brake lights and indicators must operate. Failure to meet this requirement will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
8. When using your own vehicle for the lesson, the insurance is your own responsibility. Please check with your own insurer to ensure you have the correct cover.
9. Your Driving Lesson will start and finish at your selected location, chosen when booking.
10. If you arrive within 10 minutes of your scheduled booking time, the Driving Lesson will be shortened by that amount of time, at the Driving Instructor's discretion. e.g. If you arrive to your booking 5 minutes late, your booking will be shortened to 55 minutes long.
11. If you arrive more than 10 minutes late to your agreed booking time, it will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
12. Any cancellations must be made online or in writing via email to [tonesdriving@gmail.com](mailto:tonesdriving@gmail.com) at least 24 hours prior to the commencement of your lesson.
13. If you cancel online more than 24 hours prior to the commencement of your lesson, you can re-book online without incurring a cancellation fee.
14. Any cancellation or changes within 24 hours prior to the commencement of your lesson will incur a cancellation fee equal to the lesson fee.
15. If you fail to arrive for your booking it will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
16. Tones Driving Solutions reserves the right to terminate the lesson if:
  - You engage in any behaviour that your instructor determines is reckless; or

- You fail to comply with the instructions or directions of the instructor before/during a lesson; or
- Your instructor has assessed your driving skills/competence and deemed you to be unfit/unsafe to drive; or
- You show any signs of impairment that will impact your ability to drive safely.

If your lesson is terminated for any of the above reasons, you will incur a cancellation fee equal to the lesson fee.

### **Students wanting a practice Restricted test (R-Test session):**

Available to all those on a Learner Licence (Class 1) who have successfully completed the Newbie session.

1. You must bring your valid licence, corrective eye wear (if required as a condition on your licence) and appropriate closed shoes to the assessment. Failure to meet any of these requirements will result in a booking cancellation and incur a cancellation fee equal to the lesson fee.
2. Each Practice Restricted Test is an hour in duration and is based on the Restricted Licence Test requirements.
3. Practice Restricted Tests must be prepaid and booked online. Bookings are subject to availability.
4. The Practice Restricted Test booking is non-transferrable.
5. The Practice Restricted Test can be conducted in your personal vehicle or the instructor's vehicle, if agreed upon with the instructor.
6. When using your personal vehicle, you must ensure that your vehicle has a valid registration, WOF, and be of a WOF standard at time of lesson, for example the brake lights and indicators must operate. Failure to meet this requirement will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
7. When using your personal vehicle for the lesson, the insurance is your own responsibility. Please check with your own insurer to ensure you have the correct cover.
8. Your Practice Restricted Test will start and finish at the designated location.
9. If you arrive within 10 minutes after your agreed booking time, the Practice Restricted Test will be shortened by an equivalent amount of time, at the Driving Instructor's discretion. e.g. If you arrive to your booking 5 minutes late, your booking will be shortened to 55 minutes long.
10. If you arrive more than 10 minutes late to your agreed booking time, it will result in a booking cancellation and incur a cancellation fee equal to the lesson fee.
11. Any cancellations or changes to your booking must be made online or in writing via email to [tonesdriving@gmail.com](mailto:tonesdriving@gmail.com) at least 24 hours prior to the commencement of your lesson.
12. If you cancel online more than 24 hours prior to the commencement of your lesson, you can re-book online without incurring a cancellation fee.
13. Any cancellation within 24 hours prior to the commencement of your lesson will incur a cancellation fee equal to the lesson fee.

14. If you fail to arrive for your booking it will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.

15. Tones Driving Solutions reserves the right to terminate the assessment if:

- You engage in any behaviour that your instructor determines is reckless; or
- You fail to comply with the instructions or directions of the instructor before/during the assessment; or
- Your instructor has assessed your driving skills/competence and deemed you to be unfit/unsafe to drive; or
- You show any signs of impairment that will impact your ability to drive safely.

If your lesson is terminated for any of the above reasons, you will incur a cancellation fee equal to the lesson fee.

### **Students wanting a practice Full Licence test (F-Test session):**

1. Available to all those on a Restricted Licence (Class 1).
2. You must bring your valid licence, corrective eye wear (if required as a condition on your licence) and appropriate closed shoes to the assessment. Failure to meet any of these requirements will result in a booking cancellation and incur a cancellation fee equal to the lesson fee.
3. Each Practice Full Test is an hour in duration and is based on the Full Licence Test requirements.
4. Practice Full Tests must be prepaid and booked online. Bookings are subject to availability.
5. The Practice Full Test booking is non-transferrable.
6. The Practice Full Test can be conducted in your personal vehicle or the instructor's vehicle, if agreed upon with the instructor.
7. If used, you must ensure that your personal vehicle has a valid registration, WOF, and be of a WOF standard at time of lesson, for example the brake lights and indicators must operate. Failure to meet this requirement will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.
8. While using your personal vehicle for the lesson, insurance is your own responsibility.
9. Your Practice Full Test will start and finish at the designated location.
10. If you arrive within 10 minutes after your agreed booking time, the Practice Full Test will be shortened by an equivalent amount of time, at the Driving Instructor's discretion. e.g. If you arrive to your booking 5 minutes late, your booking will be shortened to 55 minutes long.
11. If you arrive more than 10 minutes late to your agreed booking time, it will result in a booking cancellation and incur a cancellation fee equal to the lesson fee.
12. Any cancellations or changes must be made online or in writing via email to [tonesdriving@gmail.com](mailto:tonesdriving@gmail.com) at least 24 hours prior to the commencement of your booking.
13. If you cancel online more than 24 hours prior to the commencement of your booking, you can re-book online without incurring a cancellation fee.
14. Any cancellation within 24 hours prior to the commencement of your booking will incur a cancellation fee equal to the lesson fee.

15. If you fail to arrive for your booking it will result in a lesson cancellation and incur a cancellation fee equal to the lesson fee.

16. Tones Driving Solutions reserves the right to terminate the assessment if:

- You engage in any behaviour that your instructor determines is reckless; or
- You fail to comply with the instructions or directions of the instructor before/during the assessment; or
- Your instructor has assessed your driving skills/competence and deemed you to be unfit/unsafe to drive; or
- You show any signs of impairment that will impact your ability to drive safely.

If your lesson is terminated for any of the above reasons, you will incur a cancellation fee equal to the lesson fee.