



# DRIVING WEST MOTOR SCHOOL

E: [drivingwestmotorschool@gmail.com](mailto:drivingwestmotorschool@gmail.com)

T: 08 9305 9621

M: 0406 782 459

W: [www.drivingwest.com.au](http://www.drivingwest.com.au)

ABN: 72 676 360 317

## CANCELLATION POLICY STATEMENT

### Terms of Service

All single driving lessons and driving lessons are not refundable .

All packages purchased are required to be used within a 3 month period.

### Refund Policy

Driving lessons & packages once paid for are non-refundable but can be transferred onto another student if located within our service area

### Purpose

Our **Terms Of Service** 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. Cancellation Policy

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

We respect your time and all we ask is that you also respect ours! Notifying us of your intention to cancel or reschedule in advance provides us 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 THE FULL LESSON FEE 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 clicking 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 read also.