

Our terms of service

Package-validity update: 22 September 2026

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 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. Fitness and Impairment Policy

We retain the right to decline to provide 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.

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Package terms and acknowledgement

4. Refund Policy

Once payment has been made for driving lesson packages, refunds are not available. However, these lessons and packages can be transferred to another student within our service area or utilized for advanced driver training in the event that the student has successfully passed their driving assessment.

Package validity

The Starter Pack must be utilized within a two-month period. The Road Map to Success Pack and all other driving lesson packages must be utilized within a three-month period. It is recommended to schedule package lessons consistently at the same time each week.

5. Traffic Infringements

If ever the student/learner driver is issued with a traffic infringement whilst operating the driving instructor's vehicle, all fines and demerits will be the responsibility of the student/learner driver.

6. 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.