

DRIVEWISE

DriveWise students #drivewiser

DriveWise Terms and Conditions

General Policies

- Students must bring their valid learners /drivers license with them to each driving lesson. If you have a licence from another country, it is your responsibility to ensure that it is legal to drive within BC. Please check with ICBC. Failure to have your license will result in no lesson and will be considered a late cancel and a fee will apply before you may book another lesson.
- DriveWise teaching lessons are 90 minutes including a 5 minute debrief unless otherwise arranged.
- 90 - minute lessons are _____ plus GST each
- It is the student's responsibility to book their own driving lessons.
- All teaching lessons are private one-on-one with your driving instructor. A maximum of 3 people (1 observing) could be in the vehicle. The decision to permit an observer in the vehicle is at the discretion of the DriveWise instructor.
- While Our DriveWise instructors will exert their best efforts in teaching the student, DriveWise cannot guarantee that the student will successfully pass the ICBC Road Test.

DriveWise has installed a Video Recording System to allow safety for our clients, customers, students, and employees. This system will automatically record your driving lesson and store it. It will only be accessible by DriveWise BC management and will not be disseminated except as required by law. We will have a consent form for students to sign on their first in car lesson. Any questions regarding the recording system can be sent to kate@drivewisebc.com

Refund Policy:

- If a refund is needed for any un-used lessons, it will be calculated at our current lesson rate.
- Please note that a **\$65.00 + GST** non-refundable fee will apply for all driving lesson bookings and cancellations. This fee covers administrative costs and applies regardless of when the cancellation is made.
- All pre-paid lessons must take place within 2 years of purchase. (Unless otherwise arranged)
- Any lesson delivered will not be refunded.

Payment and Cancellation Policy:

- All lessons and or road test packages must be pre-paid by e-transfer or credit card before any lesson may be scheduled.
- If payment is not received in a timely manner, the lesson/road test package etc will be cancelled.
- Lessons must be cancelled with a minimum of **24 hours notice**. With less than 24 hours notice you will be charged \$75.00 plus GST.
- No show/Late fee must be paid before another lesson may be scheduled.
- No show lessons will be considered a delivered lesson.
- Road test cancellations require 48 hours notice, failure to give sufficient notice to ICBC will result in a \$25.00 fee to ICBC and \$100.00 plus GST to DriveWise.

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Road Tests:

- **Our DriveWise instructors reserve the right to deny a student the use of our vehicle for the ICBC road test if we believe the student is not ready or unsafe to drive. (No refund will be given)**
- If purchasing a road test package that includes the use of a DriveWise vehicle, please let DriveWise book the test. If you book your own test there is no guarantee that there will be a car available for your test.
- A student must sign an ICBC Student Consent and Release Form before DriveWise can book a road test on your behalf. Please sign this page if you intend on DriveWise booking a ICBC Road Test.
- If you have booked your ICBC Road Test on your own separately from DriveWise, please double check your test time at www.icbc.com or by calling ICBC at 1-888-715-7775. DriveWise will not issue refunds for students who have provided the incorrect Road Test time.
- ICBC Test and licence fees **are not** part of DriveWise fees.
 - **Class 7N Test Fees:** \$35.00 Road Test Fee, and \$75.00 5-year license
 - **Class 5 Test fees:** Between \$17 and \$75 for the licensing fee after the successful completion of your ICBC Road Test. The fee will be \$17 if your current license will expire in more than 6 months, \$75 if your current license will expire in six months or less.
- Students are responsible for paying ICBC fees at the time of the road test.
- If you have any other fees owing to ICBC (i.e. tickets etc.) they must be paid before ICBC will permit you to take the road test. If you are in doubt, please call ICBC for confirmation. DriveWise will not issue refunds if road tests are denied because of outstanding fines.

Student Name: _____,

or

Parent/Guardian Name: _____,

have read and agree to follow DriveWise policies provided in this document.

Date: _____

Student Signature: _____

or

Parent/Guardian Signature: _____



Prior to a driver training school booking a road test on behalf of a student, the student must provide his or her consent for the school to book a road test on the student's behalf and disclose personal information about that student to ICBC for the purpose of booking a road test. The completed form must be kept in the student record.

I _____ authorize _____
NAME OF STUDENT NAME OF DRIVER TRAINING SCHOOL

to book road tests on my behalf and disclose the following personal information to the Insurance Corporation of British Columbia (ICBC) for the purpose of booking a road test, in accordance with sections 26 and 27 of the Freedom of Information and Protection of Privacy Act (the Act):

- My name
- My learner's licence number
- My e-mail address (if applicable)
- My contact phone number
- My preferred method of communication (email or text)
- Road test appointment cancellation fees (if applicable)

1. I understand that if I fail to attend a road test appointment booked on my behalf without providing either at least 48 hours notice of cancellation to ICBC, or a reason for my failure to attend that is satisfactory to ICBC, I will be charged a \$25.00 fee for each missed test at my next road test appointment. This \$25.00 fee is in addition to the usual road test fees.
2. I understand that my Driving School instructor, when booking a road test for me, will see that I may owe a debt to ICBC (either from road test cancellation fee and/or other unpaid debt) and I consent to the disclosure of any such information from ICBC to my Driving School instructor for the purpose of booking my road test.
3. I understand and agree that ICBC may use the above information to update its customer database, and that ICBC will not disclose the above personal information to any external third party without my consent except where authorized by law, or for law enforcement purposes.
4. I understand that ICBC maintains physical, electronic, and procedural safeguards in compliance with the Act to protect my personal information.

SIGNATURE OF STUDENT

DATE

If the student has any questions regarding how his or her personal information will be used by ICBC, he or she may contact:

Driver Licensing Customer Contact Victoria

910 Government Street

Victoria BC V8W 3Y8

Victoria: 250-978-8300

Metro Vancouver: 604-982-2250

Toll-Free: 1-800-950-1498