



## Terms of Service:

### Permit Requirement

Students must have a valid **California learner's permit or driver's license** physically present at every Behind-the-Wheel lesson. Failure to present a valid permit/license will result in the lesson being cancelled and charged as a **no-show**.

### Expiration of Credits

Behind-the-Wheel lesson credits expire **ten (10) months** from the date of purchase. Unused credits after this period are forfeited, and **all fees paid are non-refundable**.

### Passenger Policy

Only **one (1) parent or guardian** may ride along during the **first** lesson. Ride-alongs for any additional lessons are at the **instructor's discretion**.

### Rescheduling & Cancellation

Cancellations or rescheduling must be made **more than 48 business hours** prior to the appointment.

Fees:

- **\$40 Late Cancellation Fee** — if changed within 48 business hours.
- **\$40 No-Call/No-Show Fee** — if the student fails to appear or cancels at the time of the appointment.

### Safety & Fitness to Drive

A lesson will be cancelled and charged as a **no-show** if the student arrives without a valid learner's permit or license, appears impaired for any reason (e.g., lack of sleep, intoxication, medication side-effects). Wears unsafe footwear or anything that may hinder safe vehicle operation. If the student has a restriction for corrective lenses, the student must have prescription glasses/contacts.

### Lesson Spacing Requirements

**Adults:** minimum 1 week between lessons. **Teenagers:** minimum 2 weeks between lessons. We strongly recommend spacing lessons across **6 months + 1 day** (as required for minors preparing for the driving test).

### Certification Requirements (DL 400D)

To receive a completion certificate, the student must:

- Complete **6 hours** of Behind-the-Wheel instruction with a licensed instructor.
- Have **no outstanding balance** on their account.

### Refund Policy

Refund requests must be submitted **in writing** within **three (3) business days** of the purchase date. No refunds will be issued after the three-day period. Refunds **will not** be granted if the student has completed **any portion of a lesson**. If approved, refunds are subject to a **\$50 administrative processing fee**. All refunds are issued by **mailed check** to the address on file within **ten (10) business days**. Refunds **cannot** be picked up at the office.