

Our Policy

Why we have a policy

Our policy is to inform customers and students of our requirements they should consider when purchasing lessons or packages from Penrith Driving School which can help avoid any disputes or misunderstandings after a purchase. As a business, we book lessons and driving tests sometimes up to 6 weeks ahead so we require all lessons and driving tests to be prepaid so we know we have a booking on that day and time which then guarantees a student or customer of their booking. When other students or customers call us and we check our calendars we know that day/time is not available as it has already been reserved.

We can't assume that a non-paid booking will actually go ahead on the day as students and customers can change their minds so, for this reason, if lessons and driving tests are not prepaid within 24 hours then we don't take the bookings or hold bookings.

When we book a person and reserve a day and time for them we are prevented booking another paying person or someone else in the same time slot so it is not fair to us to have a customer/student cancel at short notice unless there are extenuating circumstances which don't include forgetting, being called into work, having to stay back at work or school, forgetting excursions or because it's raining plus other inappropriate reasons.

There is calendar so make sure you use it to remember your bookings.

Everybody has mobile phones these days and can set reminders just as we do in our calendars.

Our time is worth money to us and if it is wasted by the customer or student then we will charge a lesson or fee equal to the time that has been booked by the customer.

Purchasers of our lessons need to be responsible and attend their lessons or give us enough notice so we can book someone else, it's not hard.

If you prefer to do something else and not attend your lesson that's fine but we will charge you a lesson fee.

All our lesson/tests/packages are all prepaid, we do not generally accept payments on the day although there have been occasions when we do lessons at short notice if we have a space available in which payment is required prior to the lesson. Please take the time to read our policy on payments, cancellations, rebooking, rescheduling and refunds.

By purchasing lesson packages or gift certificates it is taken you have read and understood our Payment, Refund, Rescheduling, Rebooking and Cancellation Policy.

If you do not understand our policy then you should contact us before purchasing any packages or gift certificates.

Penrith Driving School provides the best quality and informative driving lessons to our students and we have a commitment to maintaining our student's lesson bookings.

Students expect us to keep their lesson booking for them on the day and time they reserved and if we don't then we will provide a free lesson to compensate for our cancellation.

We may change a lesson with more than 48 hours given to the student.

We may from time to time be able to move a booked lesson time on the day to earlier or later time subject to availability of spaces.

Should we fill your booking space we will not charge the cancellation fee.

Penrith Driving School is unable to provide lessons or be available for driving tests to all students or customers that contact us as there are only limited spaces available in any given day that we can reserve and regularly have to turn customers away because we have a booking.

When you make a booking, we reserve that lesson day and time exclusively for you.

By you cancelling or rescheduling a lesson at short notice we lose 2 bookings.

1. The lesson we booked for you.

2. Then having to use another booking space to rebook for you.

Lessons/Packages

All driving lessons or packages are to be paid for in advance by the purchase of lessons online, card payment over the phone or bank transfer payment before bookings are confirmed.

All new bookings are held for 24 hours in which payment must be received or the booking space may be used for someone else.

If lessons are not prepaid in full then we are unable to take your booking or reserve your lesson space.

Prepaid lessons or vouchers are purchased through our website or over the phone will be applicable for the discount price when bought as a package.

Individual lessons are as per individual prices and do not attract accumulative discounts.

Sometimes customers or students may not want to buy a full package up front so you can always buy a single lesson first to ensure you are happy with our instructors and our quality driving lessons.

We can then invoice you for the balance of a package minus the first lesson cost which still maintains your lesson discount for package purchases in which the balance or part payment must be paid prior to next lesson.

This does not apply to gift vouchers.

Any online purchases are not valid until payment confirmation has been received by us.

Please note any payments made by Paypal that are refunded will incur a refund fee (varies) which Paypal charges

us.

Any Paypal refund fees or cancellation fees or dispute fees are to be paid by the purchaser as per terms and conditions of purchase which you agreed to before purchasing.

Payments

Visa/MasterCard-Credit or Debit Cards over the phone.

We accept PayPal for online purchases.

Internet online transfers to our Bankwest Account. Penrith Driving School **BSB 302966 Account 0206606**

Direct deposits at Bankwest Penrith. Penrith Driving School **BSB 302966 Account 0206606**

Cash is not generally accepted as we use electronic payments to keep a record for Tax purposes.

Use your Name/purchase type as a reference e.g. Smith 10LP or Smith RMS TP

We do not keep any Visa or MasterCard details after a transaction so they must be supplied on each occasion.

After your purchase online you can contact us to arrange and reserve a day and time for your lesson and on most occasions, we will contact you.

Buying a lesson, voucher or package online does not guarantee a particular day and time if uncertain you should contact us prior to purchase to check our availability for the time and day you require.

For purchases online using PayPal, you must be the PayPal account holder.

If paying over the phone with Visa/MasterCard you must be credit/debit card holder.

We do not charge extra fees for using Visa/MasterCard or PayPal at the moment.

Please note any payments made by Paypal that are refunded will incur a refund fee (varies) which Paypal charges us. Any online purchases are not valid until payment confirmation has been received by us.

Refunds

We do not refund on driving lessons, driving tests, lesson packages or gift certificates after they have been purchased for a change of mind. We do not refund for any unused lessons or gift certificates but these remain valid until expiry period ends and maybe transferred to another person. All purchases are a lesson credit given to the purchaser for the value of the lesson or packages purchased and are valid for 12 months.

You may transfer any lesson credits to another person by notifying us by email at penrithdrivingschool@gmail.com

Any incorrect purchases made through PayPal will have a fee charged which is charged by PayPal to us for issuing a "refund".

Take it up with PayPal, not us. We shouldn't have to pay for your mistake.

Cancellations

Cancellation fees charged are equal to the amount of the lesson value as singles or part of a lesson package already purchased which includes driving tests.

Any PayPal refund fees or cancellation fees or dispute fees are to be paid by the purchaser as per terms and conditions of purchase which you agreed to before purchasing.

1 Full Business Day's Notice Required. We operate 7 days and most public holidays.

Example; If your Lesson is 1030am Friday notify us by Wednesday or earlier to cancel or reschedule which is ok.

If you notify us on Thursday then a cancellation fee will apply as we are usually not able to fill your space at short notice.

What would you say if we call the day before a lesson or on the day to cancel or reschedule a lesson or driving test?

What would you say to us if we don't turn up at your lesson which you have booked?

We know you wouldn't be happy as it may be the only time and day you had available so this would inconvenience you.

We will compensate you with a free lesson of an equal type for your inconvenience if that should happen so it works both ways.

If we are able to fill your space with a lesson then no cancellation fee will be charged.

A full lesson fee or driving test fee is charged for any lessons or driving tests cancelled with less than **1 business day's notice** as we are unable to fill your booking space we have reserved for you.

We may from time to time be able to move a lesson time on the day to earlier or later subject to availability of spaces.

Full payment for a new booking will then be due before we can take your booking and reserve another time and day.

It is your responsibility to attend your lesson booking or driving test to avoid being charged a lesson/test fee.

This may include if you're called into work, have to stay back at work, have to stay back at school, have something better to do, a lesson cancelled because of a late night and you're not feeling well, you just forgot and or you are not fit to drive a motor vehicle which may be determined by the instructor or you can't attend for other reasons.

We do understand extenuating circumstances but this will be at our discretion.

Ask your employer or school to pay for your lessons or simply attend to avoid being charged.

If this is unsuitable to you then we are unable to take your booking as it disrupts our continuance to maintain a full day of lessons.

In the event, we do fill your space at short notice you will not be charged or have a lesson deducted.

You will also be notified of this.

From time to time we may also need to reschedule a lesson by giving a student or customer more than 48 hours'

notice or a lesson may be done by another instructor when required if your regular instructor cannot attend. Instructors may run up to 10 minutes late or be early on some occasions, students should check their phones for any messages.

The instructors will message a student if running late, please ensure you are ready when the instructor arrives. Our policy is in line with Australian Consumer Laws.

Rebooking

All lessons are to be paid in advance so if you rebook another lesson then payment is due at the time of rebooking or within 24 hours of us taking the booking to reserve your day and time for your next lesson. We will hold the space for 24 hours only.

Lesson credits are lessons already purchased by way of packaged lessons or gift certificates.

If you have lesson credits then a credit to the value of the lesson then this will be deducted and cancellation fees will then apply for any cancellations or rescheduling with less than **1 business days' notice given.**

If lessons are not booked immediately because of work rosters or uncertainty of your availability to attend a particular day and time then payment will be required at the time of rebooking to reserve your next lesson date and time or a lesson credit will be used to make the booking when you confirm your lesson day and time.

If you are not sure if you can keep your booking then best you don't make it until you are sure.

We may not be able to reserve a particular day and time as this may have been already reserved for someone else if they are not booked early.

We do not reserve lesson spaces without payment being made so bookings should be made early especially for after-school lessons or weekends.

You should consider packages or vouchers to ensure you have credit so we are able to reserve a booking space by having already prepaid.

Penrith Driving School keeps a student record sheet that complies with the RMS requirements which also records lessons used by way of student signature at every lesson as a record of attendance or non-attendance.

Inform your boss in the days prior to your lesson that you have a driving lesson on that day and time so as to avoid cancelling at short notice and losing your lesson fee and or ask your boss to pay for your lesson that you want to cancel.

Everybody has mobile phones these days and can set reminders just as we do in our calendars.

All students are messaged with their lesson information of what day and time it is. At the end of a lesson the student will be asked do they want to rebook and if so then the date and time will be message to the students so you should add our phone numbers to your contact list, there are no reasons to say you "forgot" we don't forget so neither should you.

Further information is available on our FAQ's page.

Personal Car Use

Driving Lessons can be conducted in personal cars on request.

Cars must be roadworthy and have vehicle insurance.

If a car is not roadworthy the lesson must be conducted in the **Penrith Driving School** if the student or customer does not want to that lesson in the **Penrith Driving School** car the lesson will be cancelled and the lesson fee will still be charged.

We do not do lessons in cars that have no insurance or are not roadworthy.

Our instructors will not be held liable for any damage that may occur in personal cars during a driving lesson caused by the student.

Students or customers will be asked to sign a waiver of liability prior to any driving lesson conducted in a personal car.

Penrith Driving School cars are fully insured and cover students for any damage that may occur during a driving lesson.

We also have email where a message can be sent penrithdrivingschool@gmail.com

Geoff 0426446955

Marina 0433377173