Terms and cancellation policy

Thank you for choosing Total Driver.

To ensure that absolute customer satisfaction and also your expectations are met, please take a few minutes to fill out the following details. This will assist Total Driver in planning and preparation and ensure open lines of communication.

This agreement is between ……………………………………………………….
and **Total Driver Aust Pty Ltd.**

Client………………………………………………………………………………..
Home address…………………………………………………………………………
Phone…………………………………………………………………………..
Email………………………………………………………………………………..

Booking and cancellation terms and conditions
- ➢ Bookings are not confirmed until payment is received
- ➢ If a participant is unable to attend, a 12 hour cancellation policy applies.
- ➢ For any student who reschedules within this 12 hour time frame, a $25 admin fee applies.
- ➢ For any lessons cancelled with less than 12 hours' notice, the lesson is considered completed.

Policies and procedures.

The Total Driver program is about commitment to the outcome by all parties.
Total Driver commits to a schedule of three months, transparency and accountability to performance and mentoring and post lesson support with learning guides, videos and assessments of progress. This is all provided as part of our commitment to the outcome, of a Total Driver released in every student

Parents and students commit to the outcome, whilst we acknowledge that life happens,, time away, holidays and other things crop up, we are there to support you in this journey every step.
In return, you commit to the program, if learning the skills, techniques and knowledge to be safe was easy, you would not need us in the first place.
If cheap, quick, convenient, easy lessons are your priority, we are not the provider of driver development for you. This is why there is a no refunds policy.

The appointment time can be vary, this is to allow for traffic and other interruptions that may occur in day to day travels. Lets face it, sometimes it is easier to pass a kidney stone than move from A-B with all that happens on our roads. Your instructor will make every attempt to be as close to your appointment time as possible and communicate when lawfully safe to do so, if they are running behind schedule.

The instructors use smart phones to log lesson information, they are utilised at the commencement and completion of each lesson

For any concerns, queries or other issues, please send an email to info@totaldriver.com.au, with all details of the incident. Total Driver will review and respond with a customer service and outcome fact sheet, a full internal review and advise outcome options.

Refund Policy

The Total Driver program is a commitment from all parties to deliver the outcome of safe, better prepared drivers in the ART OF DRIVING.

The program shows accountability and transparency at each step for both instructor and student. It supports parents in their role as supervised drivers with live assessments at each step, Learning and mentoring guides and videos for visual reference.

We exercise all possible commitment to your satisfaction and work where ever possible around everyones busy schedules.

Key points are

1. Total Driver packages are non-refundable.
2. Total Driver packages, can be upgraded, but not down graded
3. Promotions and other incentives only apply once, to the package designated by the consumer.
4. Payment plans incur an admin fee and any outstanding's are liable for full costs of recovery incurred.

Returns and refunds policy

- Cancellation/dropout: The program is paid for upfront and non refundable providing the instructors conform to their operations manual and customer service policy. Refunds will not be issued when only because the client changes their mind.
- When people purchase and book, our system automatically schedules the entire program once the customer has confirmed their availability for day and time. This is confirmed via email to all people on the CRM relating to the student.
- Our system has key performance indicators built into it, that at lessons 3, 6 and 9 the system will not allow the student to progress unless their proficiency is measured at the minimum level set. This ensures all students who progress through have the demonstrated outcomes we promote.
- This is supported with an instructor training program and a parental support program of advice, guidance and instructor face time to assist all parties understanding where the improvements are required.
- If this part of the program is triggered, there is a remedial program built into the system, that creates an invoice for the lessons outside of our program.
  - The program, built on a ten module platform, clearly defines what parents are purchasing.
  - The program is cumulative in its approach
  - Each step has a reviews the previous elements, updates the progress and
  - Evolves the program with a complementary range of skills, maneuvers and outcomes.
  - This is supported via the post lesson material of E books, DVDs, and You- tube movies.
- Why we do this – so that no student gets to the end of the program without demonstrated skills, knowledge and abilities to be safe, prepared and a Total Driver. This is our guarantee.

What happens if the student is upset and does not want to continue

a. Customer complaint form will be sent through to instructor and the student / parents.
b. If the student takes leave for various reasons, the program is suspended for a maximum period of twelve months.
c. If there is dissatisfaction with instructor student relationships, alternative instructors who can support the student and parent at any stage of the program with a smooth transition will be offered where possible.

Customer upfront payment

People purchase the program upfront, as with any other product or service.
d. Our system provides invoices and scheduling as part of the booking in procedure.

e. We extend our customer service with servicing of the program at any time of the twelve month period, allowing for the fact that students have lives, study can get in the way, there can be emotional issues and of course, sometimes they hurt themselves.

f. This is written into our T&Cs, including a cancellation policy, non attendance policy and transfer of booking time policy.

g. Customer satisfaction is our highest priority and we work with customers and their challenges to ensure a supportive customer network.
Our program works as per any school based program, where students and parents pay before commencing the program, this culture has supported the culture we have established.

h. Our students work with their instructors if there is an issue due to work or study commitments, our instructors either reschedule the student, or delay the lesson to the following week, depending on the outcome the student is requesting.
As the parents are included in the process and receive confirmation via emails with progress reports and E book tuition, they are happy the management of the situation is handled and they are informed without creating any additional workload for them.

Specially arranged programs

➢ Where a Total Driver day has been arranged solely or primarily for a booking organisation, whether at one or more locations, for specialised training or other reasons, the number of attendees and other details of the booking are unconditional for the date of payment and booking.

➢ In exceptional circumstances, courses as described above may be postponed provided that:
   o A minimum of ten working days notice is given in writing: and
   o All out of pocket expenses arising out of the booking, whether incurred by Total Driver, Its agents or employees, such as venue fees, airfares, and instructor expenses are paid in full by the booking organisation.

Where such a postponement is possible, Total Driver will issue a Credit Note which may be applied to wards rescheduling of a training date(s).

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The next step

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Total Driver will design a run sheet/ calendar schedule for you to sign off on. This is to ensure your expectations are fully met as is reasonably necessary in order to give effect to this Agreement and or for the conduct of the Client's affairs, and or for the performance of Total Driver duties in terms of this Agreement"

Executed on and effective from ………………………………………

Total Driver
Signature…………………………………………………………….Date

Client
Signature…………………………………………………………….Date