



Terms-conditions-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 read the following details. This will assist Total Driver in planning and preparation and ensure open lines of communication.

Booking and cancellation terms and conditions

At Total Driver, we aim to support you in every way possible, your instructor will work with you if there are unavoidable challenges.

1. Bookings are not confirmed until payment is received
2. If a participant is unable to attend, a 12 hour cancellation policy applies.
3. For any lessons cancelled with less than 12 hours' notice, the lesson is considered completed.
4. At Total Driver, we aim to support you in every way possible, your instructor will work with you if there are unavoidable challenges.
5. Your program is valid for 12 months.
6. If the instructor is running late, they will contact you. Please bear in mind, it is illegal to use a phone whilst driving, so they will have to find a suitable place to make any communications within the framework of the law.
7. Traffic congestion can be horrendous and does affect on time running. Please allow for this. Telstra allow a full day for them to arrive. We are managing a 30 min window.
8. Can I change my PU and Drop off locations – Yes, in confirmation with your instructor.
9. Please understand that whilst every opportunity is made to provide high customer service and satisfaction, this can impact on punctuality as the day progresses, you instructor makes every effort to maintain and keep to their schedule. Please be understanding, no other business provides free travel, pick up and drop off to their clients. Most trades charge 50% more for their time and charge travel time as well. Your instructor will do everything they can to be ontime, safe and within the framework of the law.

Policies and procedures.

1. The appointment time can be variable by up to 30 minutes, this is to allow for traffic and other interruptions that may occur in day to day travels.
2. The instructors use smart phones to log lesson information, they are utilised at the commencement and completion of each lesson
3. 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.
4. **Driving skills and competency:** What if they cannot keep pace with the program, how are we assured they will meet the driving outcome as defined.
 - a. There are safety measures at sessions 3, 6 and 9
 - b. If they student is not able to meet the skills and knowledge at these points, the system identifies this and puts them into a remedial mode.
 - c. This enables your instructor to work with them at their level and address what is not working and why.
 - d. Each of these lessons are additional to what you have purchased and are charged at the program rate of your package, Development, Platinum, or Platinum +
 - e. When the student is able to reach the required level of driving proficiency, the program resumes and they are assessed to each new level.



Customer satisfaction issues.

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

5. Customer complaint form will be sent through to instructor and the student / parents.
6. If the student takes leave for various reasons, the program is suspended for a maximum period of twelve months.
7. 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.
8. If a situation comes to light in the future, we have addressed this in our Terms and conditions document that is sent as part of every student confirmation of their training schedule.
9. I have changed my mind and do not want to continue
 - a. There is no obligation to continue
 - b. We do not offer refunds, this is to stop people progressing to where they think they can drive, taking advantage of techniques, skills, knowledge, support and mentoring material and stopping at that level. There are plenty of competitors in the marketplace that offer a lesson by lesson fee and service. They are also a lot cheaper.
 - c. You can defer the program and resume at a later date, the research does show as does our field experience, that if you do not continue to practice these skills and techniques, you will not be able to resume where you left off, additional sessions will be required
 - d. The TD program qualifies progress at each step, advises parents and students of what to practice, how much practice is required and the skills and knowledge required to practice.
 - e. This is matched at each step with a parents mentoring program, E books and DVDs, parents and support supervising drivers are essentially provided with a free high end driving program to support their roles as supervised drivers and ensure consistency with knowledge, skills and techniques.
 - f. **It is for all of these added value points that we do not do refunds.**

Customer upfront payment

People purchase the program upfront, as with any other product or service.

10. Our system provides invoices as part of the booking in procedure.
11. 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. This is written into our T&Cs, including a cancellation policy, non attendance policy and transfer of booking time policy.
12. Customer satisfaction is our highest priority and we work with customers and their challenges to ensure a supportive customer network.
13. In the years we have been running, we have not had any issues with people paying up front via credit card, EFT or cash. 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.
14. 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.



Refund / Cancellation Policy

Our guarantee

If Total Driver are

1. Not able to impress you on your first lesson,
2. If you do not learn more in your first lesson than your previous lessons,
3. Personality conflicts that are not resolvable.

We will offer a full refund with the first lesson free, minus the administration fee of \$250.00

Committing to the training program from this point forward means a non refundable policy applies.

Depending on your training program, Total Driver offer a range of incentives for your commitment in driving. As part of this, Total Driver commits to your training for the next three months.

1. You are not purchasing a series of 1 hour lessons, It is a training program, as part of our commitment to you, we provide live assessment of lesson performance, mentoring program with E books and DVDs,
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 incurred.

Case Study 1. Price

We wanted to inquire what is the justification of the amount of \$990 for 10 lessons where other driving schools here charge \$600 for 10 lessons?

Can you please explain?

We are not a normal driving school and this is already showing in the progress Shaina is achieving. This was also outlined in the email from the enquiry. I have attached the document.

Total Driver specialise in techniques that actually change the drivers behaviour, reducing post licence crash rates. This has been validated in research from Dr Andrew Pedersen and also Prof Ian Glendon.

<https://totaldriver.com.au/td-difference/> Ref "Driver training and Driver Performance"

Each step of the TD program is designed to address this and the techniques come together to stall the effect of speed on the brain and buy time, so they can see. What we are instilling is Proactive Driving, so she is in control of the environment she creates as a driver. This is a learnt skill.

What our previous students say

"I have learnt more my first four sessions, than in the last six years of previous experience. "S. Gurevitch

"I am the only one in my group to never crash or damage a car and the only one in my group who learnt with Total Driver" [Harry Kinnaird](#)

"I learnt more in one lesson with Total Driver than all my other lessons combined" [Dylan Latchford](#)

The reason our programs are all based on the 10 session format, is the research showed that was the minimum required for consistent success. More importantly, the techniques being instilled become Muscle Memory, our new natural, instinctive way of driving, this is what will keep them safe as a licence driver.

This is what you are paying for, this and also the confidence and comfort that post licence, they have the tools to keep safe.

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As for our rate, it is 10% lower than we are paid for our work with NDIS, specialising in teens with autism, anxiety and physical challenges. This rate is set federally.

We have a 100% success rate with all clients, including one who had been trying for ten years suffering high anxiety and was successful in our ten step program.

We also provide for workcover and insurance companies, addressing why people crash in the first place and help their clients overcome issues such as PTSD from road trauma.

We currently have one where our approach has meant she has been able to drive a car without hand controls for the first time.

Our clients accordingly, are those that choose to invest in what we achieve to ensure their teens are safe. They want the best, they want their teens to be prepared, the outcome is more important than the price difference between driving schools who can offer no value other than 1 hour of time for a fee.

Some parents do not see the value, they only engage us after their teen has failed multiple times on the driving test or when their teen has crashed their car.

<https://www.facebook.com/totaldriveraustralia/videos/998376366932440/>

Case Study 2. Refund after the event.

We had one case of this in 2018, a client engaged our services for their son who had failed his driving test twice. It took 20 metres to work out what was wrong and we drove to the end of the street before turning back, offering his parents to terminate the lesson for no fee, based on what we had learnt

There were fundamental failings in how he was looking, what he was seeing, they wanted a quick solution to prepare him for his driving test.

At that stage we offered a range of engagements from a single lesson to introduction to driving (4) and Accelerate program (5.) each one drawing down from the 10 session program.

We attempted to get Bailey up to speed for his driving test, but he was not ready. We advised we should defer the driving test and get his driving sorted properly and then rebook.

The family agreed, then Bailey broke his wrist and asked for the new test to be cancelled and they would reconnect when the wrist was healed.

In this 6 – 8 week period, the family changed their mind and to sum it up, it hit the fan. By the time it was finished, it actually cost TD more money to provide our services than we were paid.

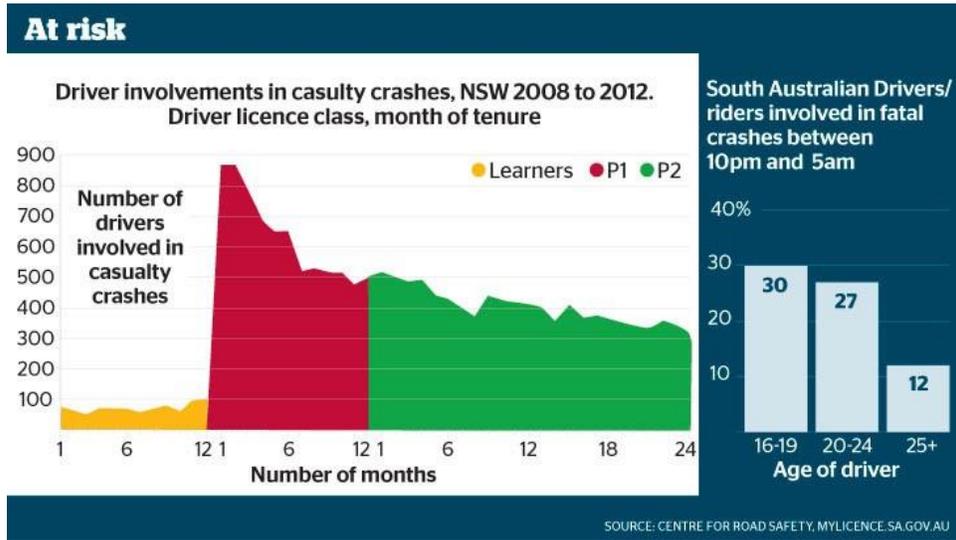
From constantly changing appointments, scheduling and rescheduling driving tests and servicing commitments with our driving sessions. These are all validated by sms messages. It ended up costing TD, more than we were paid.

As a result of this and subsequent actions, we have cancelled all entry level programs that people engage with a cost conscious approach, if the family will not make the commitment in driving, then we do not engage.

This is why we only offer Development, Platinum and Platinum +

If the client sees no value in our services, if it is just about passing the driving test, they are not our client

What the graph is showing is the approach and emphasis of just passing the driving test, is not preparing them for the actual activity as a driver.



The picture, shows the cost to our economy and the real consequences of this.

EVERY week

25 DEATHS
 700 SERIOUS INJURIES

EVERY year

\$32b+ COST

...and rising



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:
 - A minimum of ten working days notice is given in writing: and
 - 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).

The next step

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