



## Boundary Driving School - Terms, Conditions and Policies

Welcome to Boundary Driving School. By accessing or using our services, you agree to be bound by the following terms and conditions. These terms govern all aspects of our driving instruction, including lessons, packages, and account usage. Please read them carefully before booking your first session.

**1. Use of Services.** Boundary Driving School provides professional driving instruction for students of various skill levels. Services include individual lessons and curated packages designed to meet ICBC standards for safety and competence. We reserve the right to refuse service to any student who does not meet safety or legal prerequisites for operating a motor vehicle.

**2. Dash Camera, In Car Camera & Audio Recording Policy.** Boundary Driving School's training vehicle is equipped with one forward facing, one rearward facing and one inside cabin facing camera. The cabin camera also records audio. All driving lessons are recorded. These recordings help to ensure the safety and protection of both the student and the instructor. These recordings may capture private and personal information. The recordings will be used solely for security and/or insurance purposes. The recordings will be stored securely at the office address of Boundary Driving School for a limited time. Recordings will never be shared unless legally required to do so. If you're not comfortable with this policy do not book driving lessons with Boundary Driving School.

**3. Booking and Cancellation Timeframes and Required Notice Policy.** Lesson bookings are subject to availability and scheduling constraints. Students must provide at least **2 business days notice** for any cancellations or rescheduling requests. Failure to provide adequate notice will result in the forfeiture of the lesson fee for the instructor's time and operational costs. Lessons purchased as part of a pricing plan are valid for 6 months from the time of purchase.

**4. Payments and Refunds Policy.** All listed prices are in Canadian Dollars (CAD). Full payment is required at the time of purchasing a lesson or lesson package. Special offers and discounted packages are non-refundable once the first lesson has commenced.

- Refunds for unused portions of pre-paid packages: Refunds will be prorated to the nearest package price that most accurately represents the number of lessons used and will be subject to a \$40 administration fee. Example: A 7 lesson package is purchased for \$775 but only 5 lessons were used, you'll receive a refund of \$200 less a \$40 administration fee for a total of \$160. If 3 of 7 lessons were used you'll receive a refund of \$400 less \$40 administration fee for a total of \$360.
- Refunds for single lessons and/or road test rentals: If 2 business days notice has been given, a full refund less a \$40 administration fee will be provided. If less than 2 business days notice has been given, no refund will be provided.
- Refunds will be issued within 3 -5 business days depending on payment method.

### 5. Student Responsibilities

- Maintenance of a valid Class 7 or Class 5 driver's license at all times during instruction.
- Immediate adherence to all directions provided by the instructor to ensure road safety.
- Arriving on time for scheduled lessons at the designated pickup point or office. Arriving 15 minutes late will forfeit the lesson. It cannot be rescheduled and no refund will be provided.
- Ensuring full physical and mental readiness to operate a vehicle safely, without impairment.



## Boundary Driving School - Terms, Conditions and Policies Continued

- Ensuring that proper hygiene has been observed and no unpleasant or incriminating odours are present.
- Disrespectful, abusive, or disruptive behaviour will result in the immediate termination of services without refund.

**6. Passenger Policy.** Passengers are not permitted to be in the car during a lesson. Exceptions can be made for parents or guardians if necessary.

**7. Changes to Terms.** We reserve the right to modify these terms and conditions at any time to reflect changes in our business practices or regulatory requirements. Any modifications will be posted directly on our website and will take effect immediately upon posting. Your continued use of our services constitutes acceptance of any updated terms.

**8. Acknowledgment.** By booking or attending a lesson, you confirm that you have read, understood, and agree to the above Terms and Conditions and that you are at least the age of legal consent or have obtained consent from a parent or legal guardian where required. If you do not agree to these terms, do not book or attend lessons with Boundary Driving School.