

## **General Terms and Conditions**

Lessons will be undertaken in an instructor provided, roadworthy vehicle.

All Ignite Driving instructors are fully qualified as Accredited Driving Instructors in the ACT, have a current WWVP card and are members of ADTA (the Australian Driver Training Association).

It is the responsibility of the student to be fit and able to undertake the driving lesson at the scheduled time.

If at any time during the lesson you are assessed as unfit or unsafe to drive, your instructor may terminate the lesson immediately and may assume control of the vehicle. In this circumstance the remaining lesson fee will be forfeited.

## **Payments and Cancellations/Rescheduled Bookings**

All bookings must be paid for prior to the commencement of the lesson, unless otherwise agreed with the instructor.

We accept credit/debit cards (Visa or Mastercard via our secure payment gateway).

Please give more than 18hrs notice to cancel or reschedule a lesson booking, otherwise fees may be applicable, up to 100% of the lesson fee.

We reserve the right to reschedule a lesson due to ill health of our instructors or in the case of a personal family issue. If this becomes the case we endeavour to give as much notice as possible of rescheduled lessons.

## **Terms and conditions of Individual Lessons**

Individual lessons may be booked up to 12 hours before a lesson commences.

Pick up location will be taken from the information entered at time of booking. If circumstances change, please contact the instructor as soon as possible to arrange alternate pick up point.

A standard on road lesson is one hour, including lesson briefing and de-briefing.

Lessons of 2 hours or more will include a 5 minute break in the middle of the lesson.

Lessons may be rescheduled up to 24hours before the lesson time.

## **Terms and Conditions of Vouchers**

Vouchers are valid for one year from date of purchase.

A 5 hour voucher will gain you a 5% discount off the total cost of the voucher.

A 10 hour voucher will gain you a 10% discount off the total cost of the voucher.

Lessons must be booked to be delivered before the expiry date.

Vouchers are non-transferable, however they may be used within the same family eg among siblings.

If the whole amount of the voucher cannot be used and a refund is requested, lessons already delivered will be charged out at full rate.

Conditions of individual lessons also apply to the use of voucher lessons.

## **Privacy**

Ignite Driving collects your personal information in order to provide lessons to you and to assess your driving skills, assist in internal administration, risk management, record keeping and archiving.

Ignite Driving takes the privacy of it's students seriously. Personal information will not be forwarded on or on sold to third parties. There may be times however, where Ignite Driving needs to contact students and this will be the only way the information will be used.