



# SAFELANE FIRE TRUCK DRIVER TRAINING

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## **Refund Policy**

We understand that life and circumstances happen, however upon request to cancel a course at anytime we will follow our refund policy to clearly establish the charges due if a cancellation must occur. Our refund policy not only protects us from undue expense it also is in place to protect the client who may cancel a course at anytime for any reason and still receive a refund for unused services/products.

### **All refund requests must be made in writing/email.**

All course cancelations will be charged a \$50 Administration Fee, plus one of the following:

- Course cancelled – 10 Days prior to course = Admin Fee only
- Course cancelled – 10 Days prior to course (road test booked) = \$90 non refundable
- Course cancelled – within 10 Days of course = \$500 non refundable
- Course cancelled – within 10 Days of course with other course date booked = \$250 non refundable

### **Cancelation upon course commencement:**

On or after the course start date, the following charges will apply depending on the stage the course is cancelled.

Materials (Course Book )	= \$100 Charge	(when book is sent out and course not attended)
Classroom Session	= \$270 Charge	(equal to lesson 3 for DZ custom course)
In Truck Lessons	= \$270 Charge	(each 3 hour lesson)
In Truck Lesson	= \$50 Charge	(cancelled- within 48 hours)
Road Test	= \$90 Charge	(road test already booked with Drivetest)
Road Test Rebook	= \$90 Charge	(cancel and rebook another date)

Approved refunds will be processed within 30 days from request.