



SAFELANE FIRE TRUCK DRIVER TRAINING

Refund Policy – updated Jan 4, 2020.

Our refund policy primarily protects the client who may cancel a course at anytime for any reason and still receive a refund for unused services/products. It is also in place to protect us from undue expense. We understand that life and circumstances happen, however upon request to cancel a course at anytime we will follow our refund policy to allow a fair and equitable outcome to both the client and Safelane Fire Truck Driver Training. The follow shall clearly establish the charges deducted if a cancellation should occur.

All refund requests must be made in writing by email.

All course cancellations will be charged a \$90 Administration Fee, plus any or all that apply of the following:

- 30 days plus, prior to start date = Admin fee only
- Pre-course study package already sent out = \$100 non-refundable
- Within 30 days of start date, with new course date booked = \$300 non-refundable
- Within 30 days of start date, with no new course date booked = \$500 non-refundable
- Outstanding in-truck lessons = \$100 per outstanding lesson (maximum \$200)
- Course cancelled 20 plus days of booked road test with Drive Test = \$90
- Course cancelled within 20 days of booked road test with Drive Test = \$180
- Course originally paid by credit card = 6% will be deducted from refund amount

Approved refunds will be processed within 30 days from request.