



SAFELANE FIRE TRUCK DRIVER TRAINING

Refund Policy – updated Feb. 10, 2021.

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 following shall clearly establish the charges deducted if a cancellation should occur.

All refund requests must be made in writing by email.

All course cancelations 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 when road test already booked with Drivetest. = \$90
- Course cancelled within 30 days of booked road test with Drive Test. = \$180
- Course originally paid by credit card. = 6% will be deducted from refund amount
- Ancillary fees are non-refundable post course commencement.

Approved refunds will be processed within 30 days.