

# SAFELANE FIRE TRUCK DRIVER TRAINING

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## Refund Policy

updated Feb. 7, 2023

Our refund policy 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 courses must be completed within the calendar year. No course carry-overs to the following year.**

**All courses must be completed within 60 days of start date. Refunds may not be requested after 60 days from start date.**

All course cancelations will be charged a \$99 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 (same year). = \$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. = \$100
- Course cancelled within 30 days of booked road test with Drive Test. = \$200
- 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. Retained refund fees are HST applicable.