



Refund Policy

updated Jan 6, 2026

Our refund policy protects the client who may cancel a course for any reason and still receive a refund for unused services. The policy also protects us from undue expense. We understand that life and circumstances happen, however upon request to cancel a course, the refund policy will be followed 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. Course breakdown available upon request.

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.

The school will not refund any tuition monies or any part thereof when actual services have been rendered.

All course cancelations will be charged a \$99 Administration Fee, plus any or all the following that apply:

• 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.