

# REFUND / CANCELLATION POLICY

Bond Driving School is in the Business of providing a service, namely the service of providing training and knowledge. Knowledge is a non-material commodity that cannot be returned or exchanged; therefore we cannot refund money and services.

Under any circumstances. In the event that you are dissatisfied with our service, we will allow the remainder of your payment, if any, to be transferred to another student as a credit towards their instruction. In no case, will any credit be made after 6 months from the initial payment. If a customer prefers to pay a "PACKAGE PRICE" the payment is due in full before the first day of instruction. If not paid in full, the hourly or "STANDARD" price will be charged. If the student is under 18 years of age and is enrolling in our behind the wheel, driver's training program, you will receive a certificate showing proof of enrollment. This document is required by the Department of Motor Vehicles in order to obtain a provisional instruction permit. So, upon paying for this service, you are now bound to use the first two hour session, or lose it. Under no circumstances will the cost for that first lesson be credited, including but not limited to: return of such certificate.

If the account has no activity (scheduled driving or classes) for a period in excess of 6 months, a \$25.00 reactivation fee will be charged before the first day.

Our drivers are only paid for the time they drive. If a student is a "no show", has no permit or cancels a class without calling at least 24 hours before their lesson, a driver would be out of work for the time period. In such cases you forfeit that lesson and that prepaid lesson will be charged. Any further lessons needed to complete your program will require an additional prepaid "STANDARD" price. Any and all charges must be paid in full before a certificate of completion will be issued.