



Terms & Conditions

Smart Drivers of Canada strives to provide quality instruction and efficient scheduling for all students. To ensure fairness and availability, the following cancellation and rescheduling policy applies to all driving lessons and services.

General Policies

- Students must bring their valid learners / drivers licence with them to each lesson. If you have a foreign licence, it is your responsibility to ensure it is legal to drive in BC. Please check with ICBC. Failure to have a valid licence will result in no lesson and will be considered a no-show. No-show fees will be applied and need to be paid prior to booking another lesson.
- Smart Drivers of Canada lessons are 90 minutes long including a 5 minute debrief unless otherwise arranged.
- Each student is responsible for booking their own lessons.
- All Smart Drivers of Canada lessons are private one-on-one with the SDC instructor. Occasionally, one SDC-provided observer could be required in the vehicle in addition to the Student and Instructor. The SDC-provided observer could be an ICBC employee, Instructor in Training, or any other required observer SDC deems necessary.
- Smart Drivers of Canada's instructors will provide their best efforts in teaching the student, Smart Drivers of Canada cannot guarantee that the student will successfully pass the ICBC road test. Only proper driving performance can do that. All clients are accountable for their individual performance on test day.
- Students must inform Smart Drivers of Canada when they have booked a road test.
- Driving lessons are 90 minutes in duration with a minimum of 70 minutes in-car driving.

Pick-up & Drop-off Locations

Smart Drivers of Canada Instructors will pick up/drop-off students within 5 minutes driving distance from the downtown core of the communities of Cranbrook, Fernie, and Invermere. This includes all relevant schools. Lesson starts as soon as the student enters the vehicle and ends upon exit at the pre-discussed drop-off point.

Payments

- All lessons or road test packages must be pre-paid by e-transfer or credit card or payment plan before any lesson may be scheduled.
- If payment is not received in a timely manner, the lesson or road test package will be cancelled.
- All penalty fees must be paid before another lesson may be scheduled. This includes no-show, administrative, or any other applicable fees.
- All credit card payments will be subject to a 3% processing fee at time of purchase.
- Payments may also be sent by e-transfer to info@smartdriverscan.com. Please include the student's full name in the notes section. If you would like to arrange payment plans or discuss payment options directly, please call or text us at 250-464-7678.

Lesson Cancellations & Rescheduling

- Smart Drivers of Canada highly recommends starting your driving lessons 4 - 6 months before your earliest exam date. This gives the student time to complete all lessons before their road test date. Booking a Class 7 road test can take up to 60 days. Road test can be booked 90 - 180 days in advance.
- Students must provide a minimum of **24 hours' notice** to cancel or reschedule a driving lesson. This includes all individual and package lessons as well as the Road Test Prep.
- Cancellations or rescheduling requests made with less than 24 hours' notice will result in the full lesson fee being charged.
- Lessons missed without prior notice ("no-shows") are non-refundable and will be charged in full.

Instructor Cancellations

If Smart Drivers of Canada must cancel a lesson due to instructor illness, severe weather, vehicle issues, or other unforeseen circumstances, the lesson will be rescheduled at no additional cost to the student.

Late Arrivals

- Students who arrive late will receive the remaining portion of their scheduled lesson.
- Lessons will end at the originally scheduled time and cannot be extended due to late arrival.
- Students arriving more than 15 minutes late without prior communication may be considered a no-show, therefore terminating the lesson at that time and, charged the full lesson fee.
- No-show lessons will be considered a delivered lesson and therefore will not be replaced by SDC. For GLP Students, this will result in the requirement to purchase additional lesson(s) to complete the Program.

Refund Policy

- Refunds may be provided for unused prepaid lessons or lesson packages, less any lessons already completed and any applicable administrative fees.
- Completed lessons are non-refundable. This includes No-shows as all no-shows are considered a delivered lesson.

Extenuating Circumstances

Smart Drivers of Canada understands that emergencies can occur. Cancellation fees may be waived in cases of illness, family emergencies, or other exceptional circumstances at the discretion of management.

Road Test Vehicle Rentals

- Road test vehicle rental bookings require at least 48 Hrs notice for cancellation or rescheduling. Cancellations must be confirmed by SDC at: info@smartdriverscan.com or 250.464.7678. A cancellation is not valid until confirmation from SDC is received.
- Cancellations made with less than 48 Hrs notice will result in full forfeiture of fees.
- 3 Lessons (individual or package format) must be completed to book a SDC vehicle for a road test.
- Smart Drivers of Canada Instructors have the right to refuse vehicle rental at their discretion based on evaluation of the driver.
- **Late Arrival:** Students arriving more than 15 minutes late, may forfeit the pre-test warm-up. This decision is at the discretion of the SDC Instructor in attendance. The pre-test warm-up is mandatory in order to use the SDC vehicle in the road test. There is no guarantee that there will be a car available for your test.
- Smart Drivers of Canada will not issue refunds to students who provide the incorrect ICBC road test time.
- ICBC Test and licence fees **ARE NOT** part of Smart Drivers of Canada fees.
- **Class 7N Test Fees:** \$35.00 road test fee + \$75.00 5-Year license fee.
- **Class 5 Test Fees:** Between \$17 and \$75 for the licence fee after successful completion of ICBC road test. The fee will be \$17 if your current licence is about to expire in more than 6 months, and \$75 if your licence is about to expire in less than 6 months.
- Students are responsible for paying ICBC fees at time of road test.
- If you have any other fees owing ICBC they must be paid before being able to take the ICBC road test. If you are in doubt, please call ICBC for confirmation. Smart Drivers of Canada will not issue refunds if road tests are denied because of unpaid outstanding fines.

Right to Refuse Service

Smart Drivers of Canada reserves the right to refuse, suspend, or terminate services at its sole discretion in circumstances including, but not limited to:

- Abusive, threatening, harassing, or inappropriate behaviour toward instructors, staff, other students, other road users, pedestrians, and service providers such as but not limited to Police, Ambulance, Fire, and Construction Workers.
- Attending a lesson while under the influence of alcohol, drugs, or any substance that may impair driving ability.
- Failure to comply with applicable traffic laws, safety requirements, or instructor directions.
- Providing false, misleading, or incomplete information during registration or training.
- Repeated no-shows, late cancellations, or failure to comply with Smart Drivers of Canada's policies.
- Any conduct that jeopardizes the safety, well-being, or property of Smart Drivers of Canada, its instructors, students, or the general public.

In cases where service is refused, suspended, or terminated due to a violation of these policies, Smart Drivers of Canada reserves the right to withhold refunds for scheduled or prepaid services, to the extent permitted by applicable law.

Smart Drivers of Canada is committed to maintaining a safe, respectful, and professional learning environment for all students and staff.

Agreement

By booking a lesson or purchasing any service from Smart Drivers of Canada, students acknowledge that they have read, understood, and agreed to this Cancellation & Rescheduling Policy.

Print Student Name: _____,

or Print Parent/Guardian Name: _____,

have read and agree to follow Smart Drivers of Canada Terms & Conditions provided in

this document on the _____ Day of _____ in the year _____.

Student Signature: _____ or

Parent/Guardian Signature: _____