



Ladybug Coaching Driving Policy















604-LADYBUG

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DRIVING COACHING Policy

Due to COVID 19, any IN-PERSON sessions CLIENTS must complete a Pre-Screening Questionnaire and temperature check. Mask and gloves will be Mandatory during your session. Clients with ANY SYMPTOMS are expected to reschedule their appointment. IF symptoms are present at the time of the Session, LADYBUG COACHING RESERVES THE RIGHT TO CANCEL and the CLIENTS WILL BE CHARGED for the session

Students must complete all Covid-19 questionnaire truthfully. Masks MUST be worn at all times.

-  Clients must provide a valid BC Learners Drivers License before any IN-CAR Session.
 -  Clients have to be registered and paid in advance and NO later than the first IN-CAR Session.
 -  No refund or IN-CAR Sessions will be given for incomplete courses. clients must complete their package within six months from the day of registration. Clients are responsible to ensure they have their IN-CAR Sessions booked.
 -  Clients are expected to reschedule their appointment if they are ill. No IN-CAR Session. will be provided if a client is ill. To avoid being charged for the IN-CAR Session please notify us prior to 24hrs.
 -  Clients suspected of being under the influence of any substance, foul, abusive or aggressive language will not be tolerated, and the session will be terminated.
 -  48 hours notice is required for any cancellation of IN-CAR Session to avoid being charged.
 -  A maximum of 10 minutes waiting time for a scheduled IN-CAR pick up will be given. Clients will be charged.
 -  Ladybug Coaching may cancel your scheduled IN-CAR session for any unforeseen circumstances, e.g. your coach being sick, mechanical troubles or poor road conditions. Clients will be notified as soon as possible. The IN-CAR Session will be rescheduled without any charges.
 -  All IN-CAR Sessions are **60 minutes** long.
- (Breakdown of a lesson)**
- The first 5 minutes for ID check, reviewing any concerns from prior Session and planned IN-CAR Session. The next 50 minutes for in car practical IN-CAR Session. Last 5 minutes for review and summarizing the Session and booking your next appointment if needed.
-  In the event during a IN- Car session when a client is held liable for an accident the client will be responsible to pay for the damages and ICBC deductibles. Ladybug Coaching aka Ladybug Driving School will not be held responsible for any liabilities.
 -  Road Test bookings can be made by Ladybug Driving School for a fee. Students are required to sign consent and a release form before appointments will be booked. Any Standby Road test appointments will be subject to \$60.00 per hour payable in advance.
 -  Vehicle for Road Test can be booked for an additional cost, which includes a 50 Minute IN-CAR Session.

Customer satisfaction is a priority for Ladybug Coaching aka Ladybug Driving School. If you are not satisfied with our training and have paid in full for a Package, we will do everything possible to rectify your concerns. There will be a maximum of \$100.00 refund ONLY for early cancelations if it applies. Refunds will be mailed to the student within 3 weeks period.

I HAVE READ THE SCHOOL POLICY AND AM AGREEABLE TO THE TERMS SET OUT

STUDENT NAME _____ **SIGNATURE** _____ **DATE** _____