

John's Driving School

Terms and Conditions

(Revision: 05/05/2019)

Please read these Terms and Conditions ("Terms", "Terms and Conditions") carefully.

These Terms and Conditions apply to the services offered by John's Driving School & Auto Tags, Inc.

CANCELLATION POLICY:

- A \$50.00 CANCELLATION FEE will be applied to your account for any appointment cancelled or rescheduled by **you** with less than 72 hours' notice from the scheduled appointment time.
- A \$50.00 NO SHOW FEE will be applied to your account any time **you** do not notify us of any appointment cancellation.
- A \$50.00 NO PAYMENT FEE will be applied to your account any time payment is due and has not been paid on or before the scheduled appointment, according to your payment plan (all payment plans are listed below). *We understand life happens and we will work with you if you work with us. To avoid such cancellations, please call us to discuss other payment arrangements prior to the scheduled payment date.*

INCLEMENT WEATHER POLICY:

- When inclement weather occurs, John's Driving School & Auto Tags, Inc. will make a decision regarding appointments based on the severity of the storm for the safety of our students and our employees. We will contact you should we need to cancel/reschedule any appointments. Please note that if **you** cancel or reschedule any appointment due to inclement weather, the above cancellation policy will stand. However, if John's Driving School & Auto Tags, Inc. cancels or reschedules any appointment(s), there will be no fee(s) applied to your account. We will do our very best to reschedule the appointment with you for a future date as quickly as possible. Thanks in advance for your patience, as we typically have an influx of phone calls and requests when inclement weather occurs. We will be in touch as quickly as possible. If you are unable to reschedule any appointment cancelled by John's Driving School and Auto Tags, Inc., a refund will be issued.

PARALLEL PARKING POLICY:

- As we are a Driving School and a PennDOT Certified Third Party Test Center, we are using the parallel parking spot daily. Therefore our policy is to allow permitted drivers' to practice their parallel parking skills by using our parallel parking spot only when we are NOT TESTING. Please note that when the "We are testing" sign is up, we are currently examining. Please be respectful of our business, our staff, and your fellow permitted drivers.

PAYMENT PLANS:

• 2 Installments

Available to all clients who have scheduled less than 15 hours of lessons with John's Driving School & Auto Tags, Inc.

The down payment, equal to 50% of the balance, is due at the time of appointment scheduling.

The remaining balance is due as follows:

- Single Appointment – Balance due on or before the day of the scheduled appointment. NO EXCEPTIONS.
- Package of 6 or more hours – Balance due on or before the day of the 2nd scheduled appointment.

• 3 Installments (Package 6 Payment Plan)

Available to all clients who have scheduled Package 6 with John's Driving School & Auto Tags, Inc.

The down payment, equal to 1/3 of the balance, is due at the time of appointment scheduling.

The 2nd installment, equal to 50% of the remaining balance, is due on or before the day of the 4th scheduled appointment.

The 3rd installment, the remaining balance, is due on or before the day of the 7th scheduled appointment.

• Payment Agreement | Multiple Installments (Package 7 Payment Plan)

Available to all clients who have scheduled Package 7 with John's Driving School & Auto Tags, Inc.

The payment agreement will be discussed upon appointment scheduling and package selection. An agreed-upon down payment will be due at the time of appointment scheduling and all future installments of agreed-upon amounts will be due on or before the day of the agreed-upon scheduled appointments.

PAYMENT POLICY:

- We require a down payment immediately upon scheduling all driving school services. NO EXCEPTIONS.
- All payments are due as per the above payment plan according to your scheduled appointment(s).
- Cancellation fees are due immediately.
- If payment is due and a payment has not been made on or before the day of the scheduled appointment, as listed above, we reserve the right, at our sole discretion, to cancel the appointment. *We understand life happens and we will work with you if you work with us. To avoid such cancellations, please call us to discuss other payment arrangements prior to the scheduled payment date.*

We reserve the right, at our sole discretion, to modify or replace these Terms at any time.

Please contact us if you have any questions.

John's Driving School

Service Recipient Responsibilities

(CLIENT RESPONSIBILITIES)

(Revision: 10/02/2017)

In order to ensure the best possible service to you, the client, John's Driving School provides you the following outline of your responsibilities. Please contact us if you have any questions.

PERMIT INFORMATION:

You, the client, are responsible for your PA Learner's Permit.

Please review all of the information on your PA Learner's Permit for accuracy. If you arrive at a testing center for an exam and the information on your permit is not correct the examiner will not be able to exam you.

Please review and confirm the following information for accuracy.

- Name
- Address
- Sex/Gender
- Height
- Eyes/Eye Color
- Date of Birth
- Medical Restrictions

You, the client, are responsible for knowing when you are eligible to take the exam. Eligibility requirement can be found in the PA Driver's Manual; please call us if you have questions regarding these requirements.

GENERAL RESPONSIBILITIES:

You, the client, are to

- Conduct yourself appropriately in order to ensure effective service and instruction.
- Demonstrate appropriate social conduct in order to ensure a welcoming and safe environment.
- Participate and follow through with recommendations from your coach and/or examiner.
- Interact with Instructors, Examiners, and Office Staff in a respectful manner.
- Promptly pay for any services you receive for which there is a fee.
- Provide all relevant information required for services requested.

MISCELLANEOUS NOTES:

We do not guarantee the use of a specific driving school vehicle for lessons or exams.

We do not guarantee the instruction of a specific instructor.

We do not guarantee the results of any exam.

We reserve the right, at our sole discretion, to modify or replace these Terms at any time.

Please contact us if you have any questions. (215) 295-8014