

# John's Driving School

## Terms and Conditions

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 \$100.00 NO SHOW FEE will be applied to your account any time **you** are unable/unprepared or do not notify us of any appointment cancellation.
- **Students with Behind-the-Wheel Lessons during School Hours of School Districts/High Schools/Private Schools with an active Agreement with John's Driving School:**
  - A \$100.00 NO SHOW CANCELLATION FEE will be applied to your account and the appointment/lesson will be cancelled if the leave of absence and/or the appropriate signed John's Driving School Permission Slip is not submitted to the appropriate School contact, as per the Agreement, on or before the 1st scheduled lesson, IF THE STUDENT HAS ANY LESSON(S) SCHEDULED DURING SCHOOL HOURS.

### **INCLEMENT WEATHER POLICY:**

- When inclement weather occurs, John's Driving School 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 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, a refund will be issued.
- **Students with Behind-the-Wheel Lessons during School Hours of School Districts/High Schools/Private Schools with an active Agreement with John's Driving School:**
  - If school has been cancelled or delayed due to inclement weather lessons scheduled during school hours are automatically cancelled and no fee(s) will be applied to your account. Please call our office at your convenience to reschedule.

### **PARALLEL PARKING POLICY:**

- We allow the use of the parallel parking spot to be used by permitted drivers' to practice their parallel parking skills **only** at our Fairless Hills location, when we are NOT TESTING. Several of our PennDOT Certified Third Party Testing Centers are co-locations with other businesses, therefore we cannot allow the parallel parking spot to be used by permitted drivers' to practice their parallel parking skills. We ask that you please be respectful of our business, our co-located businesses, 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.

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(s):

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 2<sup>nd</sup> scheduled appointment.

### **• 3 Installments (Package 6 Payment Plan)**

Available to all clients who have scheduled Package 6 with John's Driving School.

Down payment

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

2<sup>nd</sup> installment

equal to 50% of the remaining balance, is due on or before the day of the 4<sup>th</sup> scheduled appointment.

3<sup>rd</sup> installment

the remaining balance, is due on or before the day of the 7<sup>th</sup> scheduled appointment.

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

Available to all clients who have scheduled Package 7 with John's Driving School.

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.*
- Check Acceptance Policy: Checks should be made payable to John's Driving School with your current address listed, as well as, a valid contact number. If your check is returned for any reason, a \$35.00 fee will be assessed. You must make good on your payment within 14 days, including the added assessment fee. Should we need to pursue the collection of funds, you will also be responsible for all other check recovery costs, including attorney fees, court costs, and taxes.
- Postdated checks are not accepted.

***Credit for sales valid 1 year from date of purchase.***

***Notice of affiliation and disclaimer: We are not affiliated, associated, or in any way officially connected with Cocalico High School; with the exception that Cocalico High School has approved John's Driving School, as an exclusive third party contractor, to provide student driver training to Cocalico High School Students during the school day with parental consent.***

# Service Recipient Responsibilities

## (CLIENT RESPONSIBILITIES)

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. Make sure you are eligible to take the exam, that your permit is still valid and not expired, the permit is clearly legible and not laminated, that tape has not been applied to the front of the permit, and that you have the most recently issued permit with you. If you arrive at a testing center for an exam and the information on your permit is not correct, you are not eligible, the permit is expired, the permit is not legible or torn/ripped in a manner that has caused illegibility, the permit has been laminated or tape has been applied to the front, or it is not the most recently issued permit the examiner will not be able to administer your exam and a cancellation fee will apply.

Please review all of the information on your PA Learner's Permit for accuracy. Again, 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 administer your exam.

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.

***Original documents are required, copies will not be accepted.***

### **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.

### **STUDENTS WITH BEHIND-THE-WHEEL LESSONS DURING SCHOOL HOURS**

**of School Districts/High Schools/Private Schools with an active Agreement with John's Driving School:**

- You, the client, are responsible for submitting the appropriate signed John's Driving School Permission Slip to the appropriate School contact, as per the Agreement, on or before the 1st scheduled lesson, IF THE STUDENT HAS ANY LESSON(S) SCHEDULED DURING SCHOOL HOURS.

### **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