



## Roadrunner Driving School

### **Terms and Conditions:**

At Roadrunner Driving School, we strive to provide exceptional service and training. There are costs associated with every aspect of our business operations. For this reason, we request that you read and honor the following policies:

### **Driver Education Class:**

Transfers and Refunds: If a student is enrolled in a driver education class and is unable, or decides not to attend, the student may transfer to another class, or take online drivers education at [mycaliforniapermit.com](http://mycaliforniapermit.com)

The fee for [mycaliforniapermit.com](http://mycaliforniapermit.com) is collected by that provider at the time of completion of the program. Students will receive a \$20 coupon if completion of the program for behind the wheel training, redeemable at Roadrunner Driving School. The fee paid for the original class may be applied to our driver training services. This option does not apply if the student completes any other online driver education program.

There is a \$20 service fee for refunds.

If a student cannot attend any portion of any day of driver education class, that full day must be repeated in another class. No partial days.

There are no refunds or reallocation of funds for any service after one year from the date of payment.

No documentation for training completed at this school will be provided until all fees are paid in full.

### **Behind The Wheel Appointments:**

**\$50 Late Cancellation Fee:** If an appointment is scheduled Tuesday-Saturday, 24 hours prior notice is required to avoid the cancellation fee. If the appointment is scheduled Sunday or Monday, notification is required before noon on Friday.

Cancellations due to rain, or misplaced permits, are subject to the \$50 cancellation fee. A lesson in the rain is an excellent learning opportunity. Certified instructors may take students for driving lessons without the permit in possession using DMV Form 0L800 – Student License.

To cancel a lesson, please call (707) 546-3238. Please leave a message if necessary. The date and time of your call is recorded. The lesson may be rescheduled after the fee is paid.

It is your responsibility to know the time, date, and pick up location of the lesson(s). Email reminders are sent as a courtesy. For technical reasons beyond our control, clients may not receive email reminders.

Changes to pick up location require the same time frame notification as cancellations. If you make such a request, but do not receive confirmation of the change, please meet the instructor at the originally scheduled pick up location to avoid the \$50 fee.

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