



**DRIVEWISE**  
driver education centres

## Terms of Service Agreement

**Course Regulations and Centre Policies for Admiral Driver Training Limited  
o/a DriveWise Thunder Bay**

**NOTE:** These Course Regulations, Centre Policies and fees are subject to change without written notice. Please make sure you read this information in order to be fully aware of our policies.

**Classroom Sessions** The course is 40 hours long and completed in eight in-class sessions, on-line learning plus 10 hours of private in-car training. You need a G1 license to start your in-car lessons. You may make up missed classes at your convenience in one of our ongoing programs (some exceptions apply). We will assist you with arranging this. **IMPORTANT NOTE:** You cannot miss session one; otherwise you will forfeit your deposit and must start in a future course. If you must miss any portion (time) of an in class module, we cannot give partial time credits. Simply re-attend on the next scheduled date (at no charge). The MTO requires 20 hours of attended class time. You must sign a class attendance sheet for each session. If your signature does not appear on the attendance sheet, you will not receive credit for the session. Please make sure to sign in for every class to avoid any unnecessary delays in your progression through the course. There is a test during the classroom course; the pass mark is 70%. If you don't pass, please don't despair, the test may be rewritten. We are here to help you understand all information presented.

**In-Car Lessons** All lessons are PRIVATE. With your course fee you receive 10 hours of in-vehicle training.

Please bring your G1 license, student workbook and (if required) your glasses to every in-car lesson. If your license is not in your possession your in-car instructor will not deliver your lesson as it is a violation of the law(Photocopies are not acceptable) a charge may apply.

**Important:** Your Blood Alcohol Content must be zero and you must not be under the influence of any drugs that will affect your ability to operate a motor vehicle. If your instructor suspects impairment, your lesson may be canceled and a charge for the missed lesson will apply.

**Booking your first lesson - IMPORTANT** There are two requirements that must be met before you may book your first in-car lesson: 1. Your course fee must be paid in full or arrange a payment plan. 2. You must possess a valid G1 license and have supplied the office with a photocopy of both sides.

**Cancelling lessons / Cancellation policy** If you are unable to keep an in-car appointment, the office must be advised no later than 24 business hours the day before the scheduled appointment. The scheduling department's hours are Monday - Thursday 9:00am - 5:30pm, Friday 9:00am - 5:00pm. The scheduling department does not retrieve messages after hours or holidays. Failure to cancel an appointment will result in the lesson being forfeited and a charge to the student. For cancellations less than 24 hours prior to the scheduled appointment, or if you fail to show up, you will be charged \$30.00 per lesson since this time was reserved for you. Your instructor is required to stay at the meeting point for 20 minutes after the scheduled appointment time after which the lesson is considered a no-show. Any changes for lesson times or pick up point must be arranged one business day prior to the originally scheduled appointment. Any requests for a lesson change with less than 24 hours notice cannot be guaranteed, although we will do our best to accommodate your request. Your instructor may cancel your scheduled lesson within 24 hours due to illness, personal emergency, unexpected mechanical problems, weather/road/traffic conditions or being delayed by a Drive Test road test.

**Pick-up boundaries** Thunder Bay City limits. Although we do go as far as the outer city limits, we know that the best use of the lesson time is when driving in traffic and where many decision will have to be made. For this reason we will request a meeting location closer to that traffic. (Out of town pick up service is available at an additional cost and is not included in the basic program)

**In-Car Evaluations** With your agreement, a final evaluation will be administered on lesson 10 unless you choose to take additional training to improve your defensive driving skills. You must pass this as part of the requirement to receive an MTO Beginner Driver Education Student Record Fees for Additional Training Automatic or Standard: \$60 per - 60 minute private lesson HST is included. You will be notified in advance if these fees change.

**MTO Beginner Driver Education Student Certificate Qualification Requirements** The MTO Regulations to qualify for the MTO Beginner Driver Education Student Certificates, state you must have: 1. Passed the in-class test with a minimum of 70% 2. Completed all the classroom sessions (all signatures on class attendance) 3. Completed all in-car lessons 4. Passed the final Driving Evaluation (the Provincial Road Test Simulation) 5. Supplied the office with a photocopy of your Driver's License (must be the plastic card). 6. Paid the course fee in full 7. Course must be completed within one year of course start date.

**IMPORTANT:** proof of course completion can be obtained at Service Ontario, present your drivers license number and request a Driver's History. A \$12 fee will apply - payable to Service Ontario.

**Drivers Tests:** In order to book your own government driver's test and take advantage of the four month credit (if applicable), your program must be successfully completed see Certification (above)- if you have had your G1 License for less than one year. You will need the following on Road Test day: Arrive at the Driver Exam Centre 30 minutes early - report to dispatch. 1. Your G1 license. 2. A class G vehicle in good mechanical repair

Effective November 28, 2005: All road tests must be paid in full at the time of booking. You will lose your prepaid road test fee if: You fail to cancel at least 48 hours in advance of your appointment or fail to attend your road test. You will lose 50% of your prepaid road test fee if: You cannot proceed with your test, or your vehicle does not meet the MTO standards for a road test.

**Refunds:** Refunds will be made once we have received written notice of the course cancellation or change. A 10% administration fee will be charged on the total course fee. The refund amount will be based upon any service or product already rendered. No refunds or transfers after one year from course start date.

**Additional Fees:** All materials are included with the initial course fee; any replacement of materials will be done at an additional cost. If a payment by cheque is returned NSF, a fee of \$35.00 will apply. A fee of \$10.00 will apply to any declined payments made by credit card.

**Scheduling Department Hours:** Monday to Friday 9:00am - 5:30pm

**PRIVACY POLICY** Admiral Driver Training Limited respects the confidentiality of the personal information of our customers. As part of our commitment to you, we want to clarify why we may ask for your personal information (such as your name, address, phone number and e-mail address). Admiral Driver Training Limited collects, stores and uses information about our current and prospective customers to improve our products and services and to build better customer relationships. Customer information will be used in the deliverance of the Safe Start programs, transfer student records from DriveWise location or another and provide the student with a Graduation Certificate. Information regarding a customer's driver's license and course records (attendance, marks, etc.) is provided to appropriate government agencies for certification purposes i.e. the Ministry of Transportation (MTO) and the Insurance Bureau of Canada (IBC). By providing your information to us, you have consented to these uses and disclosures. This information is used from time to time to communicate with our customers, to send out offers, surveys or marketing materials. In order to improve the driver training products through research conducted by us with insurance companies and with credited organizations Admiral Driver Training Limited may disclose such information to third parties under obligations of confidentiality. We do not share your personal information with anyone other than other DriveWise locations, related companies and agents without your consent. We may also disclose your personal information where we are required or permitted by law to do so. In such a case, we will release personal information only to the extent required. Your personal information is accessible at Admiral Driver Training Limited's office and you may notify us in writing to review or correct it. If you do not agree to the above and do not want to receive any further information from us please let us know in writing.