



The following program information must be read and agreed to in order to ensure the student's successful transition to becoming a safe and confident driver through our driver training program. This is an important time and commitment from RightLane and the student are required in order to ensure success!

**Preparation and planning** are very important for this part of the student's driving instruction. Arriving for the in-car lesson under the following conditions will result in the lesson being cancelled and considered a forfeiture of that lesson:

- Without a valid New Brunswick learner's permit or driver's license
- Being or having the appearance of being impaired for any reason (lack of sleep, intoxication, medication, etc.). This includes if the instructor detects the smell of alcohol or cannabis on the student. They have the right to refuse to let the student drive the car for legal and insurance reasons.
- Wearing footwear, which may impair the ability to safely operate the vehicle i.e., flip flops, high heeled shoes.
- If the student is legally required to wear glasses or contact lenses when driving as noted on the back of your license then you must have them on for the lesson.

## **Practice**

Practice driving between in-car lessons is a must! Ten in-car lessons alone will not make a student a safe, confident driver and will definitely not ensure a pass on their final road test. Students must

have a minimum of 5 hours of practice driving for every one hour of instruction. This must be conducted with a parent/guardian and/or another licensed driver between each lesson in order to allow the student to practice the skills they have learned. Our role as instructors is to teach the skills. The parent's/guardian's role is to ensure that the student receives the opportunity to practice in order to perfect the skills.

## **Priority**

Students today have many activities and priorities that compete for their time and attention over and above their academic requirements, (i.e., Sports/practice/tournaments, part time jobs, extra curricular activities). While all of these are important, they are not **more** important than your scheduled driving lessons and practice time. This is a skill that may save the student's life one day and should never be considered at the bottom of their priority list.

## **Behind the Wheel Lessons**

Sometimes things don't go as planned:

1. Scheduled lessons sometimes go off schedule due to unforeseen circumstances, i.e., traffic, class or practice runs later than expected). Therefore both instructor and student agree to a 15 minute window around the appointment time. They agree to have each other's cell phone numbers and agree to notify the other party if they are running late due to circumstances beyond their control (i.e., traffic, late class, etc.).
2. Inclement Weather – Living in the Maritimes, the reality is that we experience ALL types of weather and sometimes it changes our plans/schedule. We do encourage students to drive in different kinds of weather so they can experience the adverse effects this can have on the car and their driving experience. Therefore, we do drive when it is raining or snowing, but not excessively. Road advisories are always taken into account. Our instructors have lots of experience instructing in these

conditions and will determine when it is not safe for the student and themselves to be on the road. In this case, we will give as much notice as possible.

3. The student has 10 behind the wheel lessons included with the purchased drivers education package. If for any reason you cannot keep your scheduled appointment, cancellations must be made no less than 24 hours in advance of the scheduled drive lesson by the student/parent/guardian. This will allow you to retain and reschedule that lesson. This will hopefully give the instructor an opportunity to book another student in this spot. If 24 hours notice is not given, this lesson will be forfeited which will result in the need to purchase another lesson in order to meet the Provincial requirement of 10 Behind the Wheel lessons.
4. If the student chooses to use our vehicle for the road test, it will be made available at no extra charge and we will make the appointment at Access Nova Scotia. If an additional road test is required and you wish to use our RightLane vehicle, there will be a \$65.00 charge.
5. Upon completion of your program, you will receive a certificate of completion that is very important for insurance purposes. Please make copies and keep in a safe place. We may be able to provide replacement copies of certificates up to two years from your completion dates, however there will be an administrative cost of \$25.00 should you require one in the future.
6. The Behind the Wheel instruction is designed as an eight month program, with a lesson on average once every 3-4 weeks with a minimum of 5 hours of practice between each lesson. Students should enroll in our program as soon as they have obtained their beginners permits. Students who enroll months after this, are shortening their eligibility period and hence their instruction/practice time. We will make every effort to accommodate this, however, **we do not guarantee that the student will be completed by their eligibility date.**

7. Once a student has begun our program, the expectation is that they will receive all instruction and pass their road test within 12 months of the start date. Should a student decide to not continue their program for any reason and have 12 months or more pass since their start date, the student will need to rewrite the classroom test and obtain a minimum of 70%. The cost for rewriting the test is \$20 and an additional \$25 student reactivation fee would be charged as well. Students who have no activity after 15 months from their start date, have forfeited their course and would be required to start the course over again. We will not provide refunds in part or in whole for students who have been in our system for 15 months or more.

## Refund Policy

If for any reason a student should decide to withdraw from our program and has paid the course in full, partial refund is possible. However, before a refund is possible, we will make every effort to accommodate the student's needs, for an alternate class or instructor. Refunds are only available after every effort to accommodate has been made by the **student, instructor and RightLane Management**. Refunds will be prorated based on the percentage of the course that has already been received. Full refunds will not be provided if the student has participated in any part of our program.