

 <p>Cochrane Driving Academy Ltd. Teaching Skills for Life</p>	<p>Office Address: 7-214 Grande Blvd W, Cochrane, AB, T4C 2G4</p> <p>Classroom Address: 902 Glenbow Dr, Cochrane, AB, T4C 1J2 (Cochrane Alliance Church)</p> <p>Mailing Address: Box 724, Cochrane, Alberta, T4C 1A8 Tel: 403-851-6888</p> <p>Email: info@cochranedrivingacademy.com Website: www.cochranedrivingacademy.com</p>
--	---

RESPONSIBILITIES OF THE COCHRANE DRIVING ACADEMY LTD:

1. The Academy will provide training in a professional manner.
2. The Driver Training vehicle will be clean and in good running condition. The vehicle will have a valid license plate, registration, and insurance.
3. Your driving instructor is licensed by Alberta Transportation and will produce his or her instructor's license and operator's license upon request.
4. If the Academy has to cancel a lesson due to instructor illness, vehicle breakdown, etc., every effort will be made to accommodate the student and to reschedule the lesson.
5. An in-vehicle report card/student summary with a detailed evaluation will be completed by the instructor and explained at the completion of each lesson.

RESPONSIBILITIES OF THE STUDENT:

If you are looking to complete your course quickly, please contact our office for lesson availability PRIOR to making payment, as sometimes we are booking 2-3 months out.

1. The student must possess, at minimum, a class 7 Alberta license and have the license in their possession during all in-vehicle training.
2. A student who attends a course that offers a Driver Education Course Completion Certificate must have the required minimum hours of training for the specific course and must pass the applicable examination/performance evaluation before they can receive the certificate.
3. Any acts of negligence on the student's part that result in damages or fines will be the responsibility of the student.

4. Learning to drive must be taken seriously. Students are expected to give best efforts during classroom and in-vehicle lessons. Unacceptable behavior (drinking, drugs, swearing, continually being late, etc.) will not be tolerated and the Academy may discontinue the lesson at the student's expense.

5. During a driver training lesson, in-classroom or in-vehicle, all electronic communication devices (e.g., cell phones) are not to be used by the student.

6. All training must be completed within 24 months of registration date.

7. Cancellation of lessons must be made at least 24 hours in advance of the start of the lesson time. Due to the high demand of our services, if a lesson is cancelled within 24 hours of the start of the lesson time, or if an instructor attends the pick-up location and the student is not available for their lesson, or does not have their driver's license with them, a fee to cover the cost of the lesson will automatically be applied to the account. **Students are responsible for cancelling their own lessons by logging into their student portal.** Please do not leave a voicemail to cancel your lesson as we are unable to relay this information to our instructors outside of our office hours and a cancellation fee may be applied to your account. Please note, the cancellation fee also applies to the in-person classroom session.

8. If a refund is requested within 48 hours of registration, an administration fee of \$125 will be applied prior to a refund being issued. Refunds will not be issued after 48 hours of registration, or once a student has started any part of their course. Refund requests must be made in writing and sent to info@cochrane-driving-academy.com. Once a refund has been approved, refunds may take up to seven business days to be processed.

9. As our system requires payment to be made before students have access to the lesson schedule, if you have specific questions or requirements regarding availability, please contact our office prior to making payment, as sometimes we are booking 2-3 months out.

10. We pick-up and drop-off at all Cochrane residential, business and school locations. Our pick-up locations for students residing outside of Cochrane are: Cochrane Driving Academy office in Cochrane; RockPointe Church hwy 1A; Shell Gas Station on hwy 22 north (Big Hill Springs). Pick-up and drop-off at home addresses outside of these locations can sometimes be accommodated, but only after prior discussions with our administration. Please contact the office prior to booking if these circumstances apply to you.

11. Our office hours are shown on our website, and we make best efforts to respond to all inquiries within 24-48 business hours.

I have thoroughly reviewed this document and agree to accept and abide by the rules contained herein.