

Terms and Conditions – PASS Driving School

Important Notice

PASS Driving School does not provide driving services without a valid California Learner's Permit or Driver License.

The parent or legal guardian authorizes the student to participate in the program based on the understanding that the student meets the physical and legal requirements established by the State of California for obtaining a motor vehicle operator's license. Students must be at least 15 years and 6 months old. Proof of age may be required.

1. Refund Policy

All services purchased, whether completed or not completed, are non-refundable.

2. Pick-Up and Drop-Off Policy

PASS Driving School provides pick-up and drop-off services within designated service areas and at pre-arranged times.

Both the pick-up and drop-off locations must be within approved service regions established by PASS Driving School. Any changes to these arrangements must be approved by the PASS office and, for minors, by the student's parent or legal guardian.

3. Required Documents

Students must provide the following before beginning behind-the-wheel training:

- Acceptance of PASS Driving School Terms and Conditions
 - Valid DMV-issued Learner's Permit or Driver License
 - Payment for scheduled services
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4. Payment Policy

Payment is due before the start of each lesson unless prior arrangements have been approved by the office.

Accepted Payment Methods

- Credit/debit card payments may be processed online or by phone.
- Teen Behind-the-Wheel Completion Certificate fee (\$25) may be paid online.
- Cash or checks are accepted by instructors for full payment amounts only.

Instructors do not carry cash.

DMV Package Policy

The DMV package includes:

- 1 hour of driving instruction
- 1 hour for DMV test assistance

If the DMV package exceeds the scheduled 2-hour duration, an additional charge of \$25 per 30 minutes will apply. PASS Driving School may contact the student within 1–30 days to collect any outstanding balance for additional time used.

5. Scheduling Appointments

Appointments will not be scheduled via email.

Students must schedule future appointments either:

- Through their student account online, or
 - By calling the PASS Driving School office.
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6. Cancellation and Rescheduling Policy

Any appointment cancellation or modification must be made at least 30 hours before the scheduled lesson.

Cancellations made with less than 30 hours' notice will result in a \$50 cancellation fee added to the student's account.

The cancellation fee must be paid before the next appointment can be scheduled. After payment, students must contact the office at (916) 947-5959 to reactivate their student account.

Make-up appointments are generally available after a one-week waiting period unless earlier availability is found online.

7. Returned Check Fee

A \$35 fee will be charged for each returned check.

8. Instructor Requests

While PASS Driving School will make reasonable efforts to accommodate requests for a specific instructor, instructor assignments are not guaranteed.

9. Lesson Cancellations by PASS Driving School

PASS Driving School reserves the right to cancel or reschedule lessons due to circumstances beyond its control, including but not limited to:

- Severe weather conditions
- Vehicle maintenance issues
- School closures
- Emergencies

Students and/or parents will be notified promptly if changes are necessary.

10. Student Requirements

Students must wear prescription glasses or contact lenses if required for driving.

Closed-toe shoes and sunglasses are strongly recommended.

11. Electronic Devices

Cell phones, iPods, and other electronic devices must remain turned off during driving lessons unless otherwise instructed by the instructor.

12. Program Completion Timeline

Students have one (1) year from the date of enrollment to complete their driving sessions.

13. Break Policy

A short break of approximately 3–5 minutes may be taken during a 2-hour driving session.

14. Social Media Authorization

PASS Driving School may post student passing photos on social media platforms unless the student or parent/legal guardian requests otherwise in writing.

15. Customer Satisfaction and Conduct

PASS Driving School is committed to providing high-quality instruction and customer satisfaction. If a student is dissatisfied with the instruction received, the school will make reasonable efforts to address and resolve the concern.

Students and parents are encouraged to communicate concerns directly with PASS Driving School before posting public complaints or reviews.

Restrictions may apply.

A mock driving test and evaluation sheet will be provided during the third 2-hour lesson. The evaluation sheet is intended to help students continue practicing safely and effectively before taking the DMV driving test.

16. Behind-the-Wheel Completion Certificate (DL 400D)

Teen students are required to obtain a Behind-the-Wheel Completion Certificate (DL 400D).

If the \$25 certificate fee has been paid, the certificate will be issued at the completion of the student's third 2-hour lesson.

If the certificate fee has not been paid, the student must pay the fee after the session, and the certificate will be mailed at a later date.

A \$25 fee will apply for replacement of lost certificates or forms.

17. Vehicle Recording Devices

All PASS Driving School vehicles are equipped with audio and video recording devices for safety and quality assurance purposes.

19. Reporting Concerns

To report concerns or complaints, please contact PASS Driving School:

Phone: (916) 947-5959

Email: You@passdriving.us

Agreement

By checking the acknowledgment box, I confirm that I have read, understood, and agreed to the terms and conditions outlined in this contract.