

Proton Driving School Policy

Thank you for choosing Proton Driving School Ltd. Please read this policy before booking and ask us if anything is unclear.

Lessons and Payment. Each standard lesson is 90 minutes and costs \$120 plus GST, including instruction, feedback, and pickup/drop-off time. Package prices, special offers, and coupons are listed on our website with their terms. Payment is required at booking; the price will be confirmed before payment.

Cancellation and Rescheduling. With at least 24 hours' notice, you may receive a full refund for the appointment or reschedule without penalty. With less notice, the lesson fee applies, except for illness, emergencies, or other reasonable circumstances. Please notify us as soon as possible. If we cancel, you may choose a full refund for the appointment or rescheduling.

Package Refunds. Unused training hours are refunded by e-transfer at the package's average hourly rate (package price divided by included hours), with the applicable GST adjustment. We deduct the value of used hours and any applicable cancellation or missed-lesson charges from the amount paid, counting each booked session only once. We will provide the calculation.

Late Arrivals and Missed Lessons. Please call or text if you are late. We allow up to 20 minutes for arrival. If you are more than 20 minutes late or do not attend, the instructor may leave and the lesson fee applies, subject to the reasonable exceptions above. Instructor delays will be made up at no extra charge.

Road Test Package. Available to students who have taken Proton lessons and received instructor approval for safe driving and test readiness. The warm-up, typically 60 minutes, and road-test vehicle use form one inseparable package. The package price will be confirmed before booking.

Insurance and Responsibility. Our vehicles are insured. Accidents, damage, and any student responsibility for costs are handled under applicable insurance terms and law. Students are responsible for traffic fines legally issued to them.

Safety and Fitness to Drive. Arrive rested, wear suitable footwear and clean clothing, avoid distractions, and follow safety instructions. Disclose any condition or medication effect relevant to safe driving; this information is confidential. Lessons may be stopped if driving is unsafe. Impairment by alcohol, cannabis, drugs, or medication is prohibited; the lesson fee may apply, subject to reasonable exceptions. Confirmation of fitness to drive may be requested for a specific safety concern.

License and Lesson Format. Carry a valid license permitting you to drive in BC and follow its conditions. Lessons are one-on-one unless otherwise agreed, with a maximum of three people in the vehicle.

Recording and Privacy. Interior and exterior cameras record for safety and incident review, with advance notice and visible signs. Recordings are secured, access is limited, and sharing requires consent or legal authority. They are deleted when no longer needed, subject to legal requirements. Audio requires a justified purpose and appropriate notice and consent where required. Contact the owner about privacy or access requests.

Illness and Hygiene. Contact us promptly if unwell; reasonable illness-related cancellations carry no penalty. Masks and sanitizer are available on request, and applicable public health requirements will be followed.

Please read and accept this policy before completing your booking.

I have read and understood this policy and agree to its terms.