Scheduled Drives, Cancellation and Refund Policies, and Student Expectations

Updated 06/02/24

In-Car Policy for all A&A Driving Students:

The student and his or her parent/guardian are required to show up on time for drives. Any tardy can be counted as a no-show. Tardy is 3 minutes or later for the scheduled drive. It is recommended that students show up at least 5 to 10 minutes early, then approach your instructor at your scheduled time, not before unless it appears that they are looking for you.

Tardy students may be left at the pick-up location as the instructor and the other student may have to leave for their scheduled drive on time if you are not present.

The parent/guardian and the student agree to pay the instructor $70 no show fee in cash to make up the missed drive.

The fee will be paid to the instructor before the make-up drive is scheduled.

Drives must be canceled at least 20 hours in advance; 36 hours in advance (for Monday drives).

If a drive is not canceled within the 20 to 36-hour notice period stated above, then the parent/guardian and student agree to pay a $70 no show fee if a substitute driver cannot be found for the scheduled drive. A&A Driving School will make every reasonable attempt to fill the drive time that you cancel. If it is filled, then you will not be assessed a fee.

You can cancel the drive through the online scheduling app, Goldie. If you need to cancel or reschedule a drive you must include the student's name and the drive date and time that you are trying to cancel and/or reschedule any message text to us.

Cancellations should be through the Goldie app appointment message you receive in your email or by text to the number that you entered when making the appointment(preferred). If you entered an email address you should be able to access that appointment and cancel it. You may have gotten a reminder message for the drive as well, typically it is sent to you via text message 1 or 2 days before your drive. If you must cancel in a different way please call or text us at 208-772-4999. You must text us if you do not reach us by phone as we do not answer the phone while on drives with other students, therefore texting is the best option. If you have not heard back from us that the appointment has been canceled please try to reach us again. Advanced notice as mentioned in #2 applies with associated fees that may apply.

SAFE DRIVER AND STUDENT EXPECTATIONS

1. The student agrees to not be disruptive in the driver education vehicle, and if the student chooses to be disruptive, the student will be given a verbal warning. If the disruptive behavior continues then the student will be asked to contact a parent/guardian to come and pick the student up.

   This is a cause for dismissal from driver's education if deemed appropriate by the instructor and the student will fail driver's education if dismissed by the instructor.
   The student will be dropped off at the drop off location for the drive.
   No refund of fees will be given.

2. If a student refuses to follow instructions given by the Driver Education Instructor then the student will cease to continue on the scheduled drive and a parent/guardian will be contacted to pick the student up and drop off point scheduled for the drive (usually Walgreens in CDA, on the corner of US 95 and Appleway Ave.).

3. Unsafe actions by a student will not be tolerated. If the instructor believes the unsafe actions operating a motor vehicle could or are endangering the welfare and safety of others including the student, other students in the car, the instructor and/or other roadway users then the student driver will immediately stop driving and not be permitted to continue as deemed appropriate by the instructor.

4. These actions can be either intentional or unintentional.
   Intentional actions will be cause for immediate removal from the driver education course and the student will be given a fail for the course.
   a. **No fees will be refunded**
   Unintentional actions will be reviewed and discussed with the parent/guardian, the student, and instructor. The instructor will determine if in-car lessons can be safely resumed at a later date.

   b. If it is determined that the safety and welfare of the student, other students in the car, the instructor and/or other roadway users cannot be reasonably obtained then the instructor may fail the student from the driver education course. Every reasonable effort will be made to allow the student to drive, but if doing so puts others or the student at great risk to bodily harm then the student will not be allowed to continue driver's education.

   c. **No fees will be refunded**

Refunds: No refunds will be given to clients that have started any portion of their driver education, this includes online classes or in-car lessons.

Respectfully,

Becky Craig-Johnson and Tim B. Johnson

Owners/Instructors, A&A Driving School

Craig Johnson and Lisa Ledger, Instructors