



1. SCHEDULING AND CANCELLATION POLICY

Changes and Cancellations: If you need to make any changes to a scheduled lesson, you must do so at least 24 hours in advance. Changes must be made through your online account in the Student Center. If the online system is unavailable, please contact us via email or phone, and we will assist with your request.

Late Cancellation Fee: Changes to a scheduled lesson within 24 hours of the scheduled start time are subject to a \$100 late cancellation fee. This includes:

- Selecting a different day, time, or instructor.
- Failure to show up for your lesson for any reason (an instructor will wait no more than 15 minutes for a student).
- Automatic cancellation due to not having your instructional permit or license.
- Automatic cancellation if your permit or license is expired or invalid.

Instructor Requests: All efforts will be made to honor your instructor request. However, we reserve the right to assign or change the instructor.

Appointment Confirmations: We DO NOT confirm appointments by phone. You will receive confirmation emails and/or text messages according to your account preferences. It is the student's responsibility to confirm email and phone numbers and configure notification preferences in the Student Center. You can also sync your lesson schedule to your Apple, Google, or Microsoft calendar using the QR code in your Student Center. Please contact our office by email or phone if you need assistance.

2. PAYMENT POLICY



Accepted Payment Methods: All payments must be made by credit card. We do not accept cash or checks.

Outstanding Balances: Any outstanding balances, including change fees, must be paid prior to scheduling driving lessons.

Refund Policy: Refunds for unused lessons will be granted on a pro-rated basis. Refunds must be requested via email within one year of purchase and are subject to a \$50 administrative fee.

Applying Prepaid Lessons After Expiration: Prepaid lessons expire one calendar year after the date of purchase. After one year, the original dollar value of expired prepaid lessons can be applied toward the purchase of a new lesson package at current prices. Prepaid lesson values cannot be redeemed for cash or services beyond their original dollar value.

3. CONDUCT AND SAFETY DURING LESSONS

Prohibited Devices: Use of cell phones, headphones, or any other electronic devices is strictly prohibited during lessons. Violation of this policy will result in immediate termination of the session without a refund, at the instructor's discretion.

Appropriate Attire: Students must wear safe and comfortable footwear appropriate for driving.

Student Behavior: Students are expected to follow the instructor's guidance and adhere to all safety rules during lessons. Failure to comply may result in termination of the lesson without refund.



4. AUDIO AND VIDEO RECORDING

To ensure the safety of our students and instructors, we record audio and video inside our vehicles during all lessons. By purchasing and participating in lessons, you acknowledge and consent to this recording. Recordings inside vehicles are used for training, safety, and quality assurance purposes only and will not be shared except as required by law.

5. LIABILITY AND DISCLAIMERS

Course Completion: Completion of our course and receipt of a certificate from Five O Driving School does not guarantee that the DMV will issue a license.

Driving Practice: Parents or guardians are responsible for ensuring that students under 18 complete 50 hours (40 daytime and 10 nighttime) of supervised driving practice as required by California law.

Weather Cancellations: Lessons are conducted rain or shine. Instructors reserve the right to cancel lessons at no cost to the student if weather conditions pose a safety risk.

Liability Waiver: Five O Driving School is not liable for damages arising from the use of its services, except in cases of gross negligence or willful misconduct.

6. TECHNICAL ISSUES

While we strive to maintain uninterrupted access to our online scheduling portal, technical issues may occasionally arise. Five O Driving School is not liable for delays or inconveniences caused by such issues. If



the portal is unavailable, please contact us via email for assistance.

7. GOVERNING LAW AND DISPUTE RESOLUTION

This agreement is governed by the laws of the State of California. Any disputes arising from these terms shall first be submitted to mediation. If mediation fails, disputes may be resolved through arbitration in accordance with California law.

8. CERTIFICATION AND INDEPENDENCE

Five O Driving School is certified by the Department of Motor Vehicles. Five O Driving School is not associated or partnered with any school district.

9. PRIVACY POLICY

We respect your privacy. Five O Driving School does not sell, rent, or share your personal information with third-party entities for marketing or promotional purposes. Your data is used solely for the purpose of providing and improving our services, ensuring safety and compliance, and communicating with you about your lessons. We will only disclose personal information as required by law or with your explicit consent.