

## Terms & Conditions

In these terms and conditions, “we”, “us”, and “our” denote the owner of this website [www.expertdrivertraining.com.au](http://www.expertdrivertraining.com.au), Smithey Management Pty Ltd with ABN No. 94 656 932 080.

By visiting our website or purchasing from us, you engage in our “Services” and agree to be bound by the following terms and conditions (“Ts & Cs”). This includes any additional Ts & Cs and policies referenced via hyperlink. These Ts & Cs apply to all users.

We reserve the right to edit or update any part of these Ts & Cs at any time by posting updates and/or changes to our website. The responsibility to check this page periodically for changes is your responsibility. It is recommended that you review and familiarize yourself with the Ts & Cs available on this website.

### General Conditions

#### Vehicle Liability

If you use one of our vehicles for a Lesson and/or P1 Assessment we conduct and fail to follow instructions or directions that result in an accident or damage to our vehicle or anything else, you will be responsible for the cost of repairs or the insurance excess, whichever is cheaper.

If you use one of our vehicles for a P1 Assessment not conducted by us and have an accident that results in damage to our vehicle or anything else, you will be responsible for the cost of repairs of the insurance excess, whichever is cheaper.

#### Privacy Policy

Customer privacy is a priority for Expert Driver Training. Our Privacy Policy, which conforms to the Privacy Act, applies to all users. You can access the [Privacy Policy](#) on the website.

### Changes to Services & Prices

#### Price Changes

The prices of our Services are subject to change at any time without prior notice. We reserve the right to adjust prices in response to market conditions and other variables.

#### Impact on Existing Orders

For services already purchased, the price at the time of purchase will be honoured. You will not be affected by subsequent pricing changes for services you have already bought and paid for.

#### New Orders

Any new orders will be subject to the current prices at the time of purchase. We encourage you to review the price before finalising your order.

## Digital Gift Cards

Digital Gift Cards can only be used to purchase services from Expert Driver Training and are non-refundable and non-exchangeable for cash. The balance of the Digital Gift Card will remain available until expiry. Digital Gift cards are valid for 3 years in accordance with the Australian Competition and Consume Commission (ACCC).

Digital Gift cards are sent to the purchaser via email upon completing the purchase. Alternatively, they can be emailed directly to the recipient. The recipient can redeem the gift card for Single Lessons or P1 Assessments up to the value specified on the gift card. To redeem your gift card for pre-paid Driving Lesson Packages, please contact our office on 0424 454 338 or email [bookings@expertdrivertraining.com.au](mailto:bookings@expertdrivertraining.com.au).

## Pre-Paid Driving Lesson Packages

Pre-Paid Driving Lesson Packages contain multiple single Driving Lessons that are held in your account and can be booked later. Lesson packages are priced to provide a discounted lesson price which increases the larger number of lessons purchased.

Pre-paid Driving Lesson Packages are valid for 12 months and non-refundable. Lesson packages are linked to your account and are therefore non-transferable. Any unused Lessons within a package after 12 months will expire and be forfeited.

## Lessons & P1 Assessments

### Service Duration & Locations

Driving Lessons are 50 minutes in duration and start at the time purchased at Booking. Lessons depart from a pre-arranged pickup destination within the suburbs listed (“service area”) on our website. We do not service suburbs not listed. We do have designated meeting points both in Hobart, Glenorchy and Bellerive allowing people outside of the service area to take lessons departing those locations.

P1 Assessments are approximately 45 minutes in duration. We ask that you arrive 15 minutes prior to the P1 Assessment start time for paperwork and vehicle checks. P1 Assessments depart from the approved testing route departure point you choose at purchase. P1 Assessments are conducted in line with the State Growth framework.

### Making a Booking

Driving Lessons and P1 Assessments can be booked online through the website or by calling our office on 0424 454 338. When booking, you will be required to complete a profile which is used to link your bookings. Any information collected during this process adheres to our Privacy Policy. For P1 Assessments, please only book one Assessment at a time. If you book multiple P1 Assessments and wish to cancel subsequent Assessments, the cancellation fee will be the full amount paid.

### Paying for your Service

Payment can be made at the time of the booking online via a secure Credit Card gateway or via bank transfer if pre-arranged through our office. We do not accept cash and our Instructors/Assessors do not carry cash. If you've purchased a pre-paid Driving Lesson Package, once logged in you can draw down on your package balance at checkout.

### Booking Confirmation

You will receive a confirmation email confirming your booking is in our system. All Lessons and P1 Assessments must be paid in full at least 24 hours prior to the commencement of the Service and are not considered final until this has occurred. If payment is not received by the cut-off, we reserve the right to cancel the booking.

### Hazard Perception Test

If taking your P1 Assessment, you must complete your Hazard Perception test prior to booking a P1 Assessment. This is a requirement so we can register your P1 Assessment for processing. You can take your Hazard Perception Test here: <https://www.platesplus.tas.gov.au/plates-plus/hpt>.

### Driver's Licence Status

By booking or commencing a Driving Lesson and/or P1 Assessment with us, you confirm that your driver's licence is valid and current. You also confirm that you do not have any disqualification, cancellation, suspension, or pending charges against you, nor is your licence under appeal for driving offences in Tasmania or any other location.

### Vehicle Roadworthiness

If conducting Lessons or P1 Assessment in your vehicle, you confirm that the vehicle is roadworthy to Transport Tasmania standards. Please refer to the following link on the Transport Tasmania website. [https://www.transport.tas.gov.au/licensing/getting\\_your\\_car\\_licence/suitable\\_vehicle\\_guidelines](https://www.transport.tas.gov.au/licensing/getting_your_car_licence/suitable_vehicle_guidelines)

If at the commencement of a service, we determine your vehicle does not meet this standard, we reserve the right to cancel the lesson or P1 Assessment and charge the full service fee.

## **Late Arrival or No-Show**

### Driving Lessons

**If you are more than 15 minutes late for a scheduled Driving Lesson** and have made no attempt to notify us, we reserve the right to cancel the lesson and charge the full Lesson fee. The same policy applies if you do not attend your scheduled lesson.

If you are less than 15 minutes late for a scheduled Driving Lesson, your lesson will only be for the remaining lesson time from the original scheduled start time. **Please note you will be charged the full lesson fee regardless of the time remaining**, as our Instructors have other scheduled lessons to deliver.

## P1 Assessments

**If you are more than 15 minutes late to the scheduled P1 Assessment** start time, we reserve the right to cancel the P1 Assessment and charge the full fee, as our Assessors have other P1 Assessments to deliver. The same policy applies if you do not attend your P1 Assessment.

## **Service Cancellations and Booking Changes**

### Booking Commitment

When you book a Driving Lesson or P1 Assessment with Expert Driver Training, you are reserving the time and resources of a Professional Instructor or Assessor and maybe a vehicle for your sole use, meaning no further bookings can be made for that specified date and time which excludes other customers.

### Notice Requirements

To cancel or reschedule a scheduled Driving Lesson or P1 Assessment, **a minimum of 24 hours' notice** is required. The ability to reschedule a Driving Lesson or P1 Assessment is subject to availability.

### Late Cancellations

If you cancel within 24 hours, or can't make it on the day, you are liable for the total cost of your Driving Lesson or P1 Assessment. By cancelling late, your Instructor or Assessor is unable to work and therefore unable to re-schedule another potential student. The cancellation fee compensates for the allocated time and resources that cannot be reallocated at short notice.

If you fail to bring your current drivers licence with you to your Driving Lesson or P1 Assessment, you will not be able to drive and therefore your booking will be treated as a late cancellation.

### Change Fees

You can reschedule or cancel any booked Driving Lesson or P1 Assessment yourself via our Bookings portal at a minimum of 24 hours before its due to start. Cancelled Services will be credited to your account to be booked at a later date; subject to availability.

If you require our office to reschedule your Driving Lesson for you, and you're making the request outside of the 24 hours' notice period, we will do this at no charge. Any request to reschedule within 24 hours before service start time will not be possible. This would be treated as a Late Cancellation if you are not able to attend.

If you require our office to reschedule your P1 Assessment for you, and you're making the request outside of the 24 hours' notice period, we will do this once at no charge. **Subsequent changes will incur a \$20 administration fee each time.** This fee is payable at the time of the request to secure the reschedule. Any request to reschedule within 24 hours before service start time will not be possible. This would be treated as a Late Cancellation if you are not able to attend.

## **Service Cancellations and Changes by Expert Driver Training**

### Driving Instructor Delays

Our Driving Instructors strive to ensure our Driving Lessons start and end on time. If your Instructor is late, efforts will be made to extend the lesson, or a time credit will be applied to your next lesson.

### Lesson Cancellations and Changes

Expert Driver Training reserves the right to cancel, postpone, or alter lesson lengths and start/finish times due to certain circumstances (e.g. Instructor illness, hazardous weather conditions). If your lesson is rescheduled or postponed, any fees paid will be applied to the next lesson or refunded upon request.

### Safety & Conduct

Our Driving Instructors or P1 Assessors may cancel a lesson or P1 Assessment immediately if they suspect you are under the influence of any substance or condition impairing your ability to drive safely. Additionally, a Driving Lesson or P1 Assessment may be canceled if you disregard instructions or engage in unsafe or dangerous behaviour that poses a risk to public safety. In these cases, the lesson fee will be forfeited. Please refer to our Code of Conduct on our website for more information.

## **Refund Policy**

We strive to offer convenient lesson times, though delays may occur during peak periods such as Christmas and school holidays. If suitable Driving Lesson times cannot be arranged, refunds can be requested. Refunds will be returned to the method of payment made; e.g. back to purchasing credit card or manual bank transfer from the verified payee account.

### Single Driving Lesson

If you book a Driving Lesson with Expert Driver Training and decide to cancel and have provided 24 hours' notice ahead of the scheduled lesson start time, **we will refund the balance minus a \$20 admin fee.**

### P1 Assessments

If you book a P1 Assessment with Expert Driver Training and decide to cancel and have provided 24 hours' notice ahead of the scheduled Assessment start time, **we will refund the balance minus a \$40 admin fee.** In the instance you have made multiple P1 Assessment bookings and no longer require the subsequent booking, no refund will be provided.

### Lesson Packages

Pre-paid Driving Lesson Packages non-refundable.

### Digital Gift Cards

Digital Gift Cards can only be used to purchase services from Expert Driver Training and are non-refundable and non-exchangeable for cash. Any Services paid for with a Digital Gift card are subject to the same refund policies as other purchases but will be refunded back to the gift card balance minus the relevant admin fee.