



## DRIVESA DRIVING ACADEMY (PTY) LTD TERMS AND CONDITIONS

### I ACKNOWLEDGE AND ACCEPT THE FOLLOWING:

#### 1. FEES AND PAYMENT

- 1.1) IF PAYMENT HAS **NO** BEEN MADE FOR DRIVING LESSONS THE STUDENT MUST PAY CASH DIRECTLY TO THE DRIVER. IF AN EFT PAYMENT IS MADE PROOF OF PAYMENT NEEDS TO BE GIVEN TO THE INSTRUCTOR BEFORE THE END OF THE 1<sup>ST</sup> LESSON.
- 1.2) ALL STUDENTS MUST RECEIVE A RECEIPT FOR ALL CASH PAYMENTS.
- 1.3) IF PAYMENT FOR THE 1<sup>ST</sup> LESSON IS MADE AT THE STANDARD LESSON PRICE RATE THE STUDENT WILL NOT BE ABLE TO DEDUCT THE CASH AMOUNT PAID FOR THE SINGLE LESSON FROM ANY PACKAGE AMOUNT. PAYMENT FOR PACKAGES NEEDS TO BE MADE IN FULL.
- 1.4) WE DO **NOT** ACCEPT INSTALLMENTS OR POST PAYMENTS FOR ANY OF OUR SERVICES.
- 1.5) DUE TO CONSTANT FUEL INCREASES LESSONS PRICES IS SUBJECT TO CHANGE AT ANY TIME.

#### 2. LESSONS

- 2.1) IT IS THE RESPONSIBILITY OF THE STUDENT TO PROVIDE HIS/HER LEARNERS LICENSE ON THE 1<sup>ST</sup> DRIVING LESSON.
- 2.2) PICK UP AND DROP OFF IS INCLUDED IN LESSON TIME.
- 2.3) LESSONS WILL ALWAYS BE CONDUCTED IN A PROFESSIONAL MANNER BY DRIVESA PERSONELLE.
- 2.4) THE STUDENT MAY NOT USE FOUL, RACIST, AND ABSUIVE LANGUAGE ON ANY LESSON. THE INSTRUCTOR HAS THE **RIGHT TO STOP** THE LESSON AT ANY TIME.
- 2.5) ALL DRIVING LESSONS NEEDS TO BE CONDUCTED WITH STUDENT BEING 100% SOBER. SHOULD THIS COME INTO QUESTION THE INSTRUCTOR **MAY STOP** THE LESSON AT ANY TIME.
- 2.6) CHANGE OF PICK UP ADDRESS NEEDS TO BE MADE CLEAR WITH THE INSTRUCTOR.
- 2.7) EACH STUDENT SHOULD CONSTANTLY KEEP TRACK OF LESSONS BY REQUESTING A LESSON REPORT FROM THE INSTRUCTOR.

2.8) THE STUDENT IS ONLY ALLOWED TO CANCEL THE LESSON IF FOR ANY REASON THE INSTRUCTOR IS MORE THAN 20 MINUTES LATE. IN THIS CASE THE STUDENT WILL **NOT** BE BILLED FOR THE CANCELLATION.

### **3. CANCELLATIONS**

3.1) ALL CANCELLATIONS NEED TO BE IN A FORMAL FORMAT WITH A 24 HOUR NOTICE OF CANCELLATION. STUDENTS ARE TO EMAIL [INFO@DRIVESADRIVINGACADEMY.CO.ZA](mailto:INFO@DRIVESADRIVINGACADEMY.CO.ZA) ALTERNATIVELY WHATSAPP 0848969952 FAILURES TO SUBMIT NOTICE WILL RESULT IN THE STUDENT BEING BILLED FOR THE FULL DURATION OF LESSON SCHEDULE.

3.2) IF FOR ANY REASON A STUDENT NEEDS TO CANCEL THE LESSON FOR MEDICAL PURPOSES A MEDICAL CERTIFICATE NEEDS TO BE EMAILED TO [INFO@DRIVESADRIVINGACADEMY.CO.ZA](mailto:INFO@DRIVESADRIVINGACADEMY.CO.ZA)

3.3) WE WILL ONLY RESCHEDULE YOUR LESSON IF THE INSTRUCTOR IS ILL WITH ATLEAST A 24 HOUR NOTICE.

### **4. REFUNDS**

4.1) DRIVESA DRIVING ACADEMY (PTY) LTD HAS A **NO CASH REFUNDS** POLICY.

4.2) IN THE EVENT OF A STUDENT REQUESTING A REFUND A VOUCHER TO THE SAME VALUE OF REMAINING AMOUNTS WILL BE ISSUED.

### **5. VOUCHERS**

5.1) IF FOR ANY REASON THE STUDENT IS ISSUED A CREDIT VOUCHER. THE VOUCHER MAY BE SOLD TO ANYONE.

5.2) ALL VOUCHERS WILL EXPIRE AFTER 180 DAYS OF FIRST ISSUE.

5.3) FOR VOUCHER ACTIVATIONS PLEASE EMAIL [INFO@DRIVESADRIVINGACADEMY.CO.ZA](mailto:INFO@DRIVESADRIVINGACADEMY.CO.ZA)

### **6. INSURANCE**

6.1) DRIVESA DRIVING ACADEMY (PTY) LTD IS IN COMPLIANCE WITH THE TRAFFIC REGULATIONS AND ALL IT'S VEHICLES ARE FULLY INSURED AS WELL ALL STUDENTS.

6.2) IN AN EVENT OF AN ACCIDENT THE STUDENT WILL NOT BE LAIBLE FOR ANY COSTS.

### **7. SCHEDULING/BOOKINGS**

7.1) ALL BOOKINGS HAS TO BE MADE ATLEAST **48 HOURS** IN ADVANCE.

7.2) DRIVESA DRIVING ACADEMY (PTY) LTD MIGHT **NOT** BE ABLE TO ASSIST WITH SHORT NOTICE BOOKINGS.

7.3) IT IS RECCOMENDED THAT THE STUDENT PREBOOKS ALL LESSONS AT THE START OF THE SERVICE

## **8. DRIVING TEST**

8.1) DRIVESA DRIVING ACADEMY (PTY) LTD WILL PROVIDE A ROADWORTHY VEHICLE FOR THE STUDENT TO COMPLETE HIS/HER DRIVERS LICENSE TEST.

8.2) THE STUDENT HAS TO REPORT TO THE DRIVERS LICENSE TEST 15 MINUTES BEFORE TEST START. THE STUDENT IS LIABLE FOR THE TIME AS THE VEHICLE AND THE INSTRUCTOR ALSO HAS TO BE PRESENT.

8.3) IN THE EVENT OF THE VEHICLE BEING FAILED FOR ANY REASON, DRIVESA DRIVING ACADEMY (PTY) LTD WILL TAKE FULL RESPONSIBILITY AND REBOOK A TEST FOR THE STUDENT. DRIVESA DRIVING ACADEMY (PTY) WILL COVER ALL ADMINISTRATION COST AND ISSUE A COMPLIMENTARY LESSON AS WELL AS CAR HIRE ON TEST DAY AT NO CHARGE.

8.4) DRIVESA DRIVING ACADEMY **CANNOT** TAKE RESPONSIBILITY FOR THE STUDENT NOT BEING SUCCESSFUL FOR ANY REASON, BUT THE UNROADWORTHYNESS OF THE VEHICLE PROVIDED BY DRIVESA DRIVING ACADEMY (PTY) LTD.

## **9. DISCLAIMER**

9.1.1) THE TARIFFS MENTIONED IN CLAUSES 1, 6 AND 8 APPLIES IF THE STUDENT USES A VEHICLE PROVIDED BY DRIVESA DRIVING ACADEMY (PTY) LTD. DRIVESA DRIVING ACADEMY (PTY) LTD WILL NOT BE HELD LIABLE FOR:

9.1.2) PERSONAL INJURIES SUSTAINED BY THE STUDENT OR ANY THIRD PARTIES;

9.1.3) DAMAGE TO THE STUDENT'S VEHICLE OR VEHICLE OF ANY THIRD PARTY;

9.1.4) ANY DAMAGE TO PROPERTY.

## **10. GENERAL RULES AND REGULATIONS**

10.1) YOU ARE NOT PERMITTED TO EAT, DRINK OR SMOKE IN ANY OF DRIVESA DRIVING ACADEMY (PTY) LTD VEHICLES

10.2) DRIVESA DRIVING ACADEMY (PTY) LTD IS IN COMPLIANCE WITH THE ROAD AND TRAFFIC REGULATIONS AND THE USE OF CELLPHONES WHILE ON A DRIVING LESSON IS NOT PERMITTED.

## **11. QUERIES AND COMPLAINTS**

11.1) WE ARE ONLY HUMAN. IF YOU HAVE ANY QUERIES/COMPLAINTS PLEASE EMAIL US [INFO@DRIVESADRIVINGACADEMY.CO.ZA](mailto:INFO@DRIVESADRIVINGACADEMY.CO.ZA) WE WORK TIRESLY TO ENSURE THAT OUR CLIENTS ARE SATISFIED AND WE WILL ATTEND TO YOU QUERY AS SOON AS POSSIBLE.

PLEASE READ AND UNDERSTAND THIS DOCUMENT BEFORE ENTERING INTO ANY SALE. THE TERMS AND CONDITIONS IS CORRECT AS FROM 24 SEPTEMBER 2018. UPON ACCEPTING PAYMENT THE OFFICE WILL ASSUME THAT THESE TERMS AND CONDITIONS WAS ACCEPTED BY THE STUDENT. NO DISPUTES OF THIS TERMS AND CONDITIONS TEMPLATE CAN BE DISPUTED BY THE STUDENT DURING THE COURSE OF THE SERVICE.

DRIVESA DRIVING ACADEMY (PTY) LTD IS A CERTIFIED GOVERNMENT VENDOR AND LISTED ON THE CSD. DRIVESA DRIVING ACADEMY (PTY) LTD IS IN COMPLIANCE WITH THE ROAD AND TRAFFIC REGULATIONS.

FOR MORE INFORMATION ABOUT US PLEASE VISIT [WWW.DRIVESADRIVINGACADEMY.CO.ZA](http://WWW.DRIVESADRIVINGACADEMY.CO.ZA)

HAVE A QUERY? PLEASE EMAIL US [INFO@DRIVESADRIVINGACADEMY.CO.ZA](mailto:INFO@DRIVESADRIVINGACADEMY.CO.ZA)

WANT TO DRIVE? BOOK ONLINE [WWW.DRIVESADRIVINGACADEMY.CO.ZA](http://WWW.DRIVESADRIVINGACADEMY.CO.ZA) OR WHATSAPP US ON 084 8969 952

OUR INSTRUCTORS OPERATE X7 DAYS A WEEK. FROM 7AM IN THE MORNING UP UNTIL 8PM IN THE EVENING. ADMINISTRATION OFFICE IS OPEN X5 DAYS A WEEK FROM 9AM TO 5PM.

IF YOU WISH TO BOOK AN APPOINTMENT TO COME TO OUR OFFICES  
[WWW.DRIVESADRIVINGACADEMY.CO.ZA/CONTACT-US](http://WWW.DRIVESADRIVINGACADEMY.CO.ZA/CONTACT-US)