

# COMPANY POLICIES

## PAYMENTS

- Cash
- Money Order
- Debit Card (with VISA/MasterCard/American Express logo)
- Credit Card
  - Payments may be made via our website, via telephone or at our Office
  - A1 Driving School, Inc. DOES NOT accept checks

## REFUNDS

- A1 Driving School, Inc. is a service oriented business. As such, refunds are typically not issued. However, Management reserves the right to review any requests for refunds on a case-by-case basis.

## CANCELLATIONS & CERTIFICATE RE-ISSUE FEE(S)

- There is a \$50.00 fee for cancellations, if made with-in 24 hours of an appointment.
- There is a \$25 fee for any Certificate that must be re-issued.

## LENGTH OF LIFE OF PACKAGES/SERVICES

- All Packages/Services purchased expire 2 years from the date of payment.

## APPOINTMENT TIMES

- While usually on time, driving is a constantly changing and evolving situation. Customers may experience delays of up to 90 minutes in regard to their lesson start time or their lesson end time. Please contact our office with any special time restraints.

#4260

For additional information, please visit the FAQs page of our website at [www.a1drivingschool.com/faq](http://www.a1drivingschool.com/faq)

If you have any questions or comments, please call us at (916) 443-7483