

Stellar Driving School Terms and Conditions

- I certify that the statements in this document are accurate and consent to the release of any information contained herein to the Ministry of Transportation, Insurance Bureau of Canada and the auditing firm retained by the Ministry
- Basic computer literacy is a must in order to pass this online course.
- An In-Car lesson cancelled within 24 Hrs is subject to a \$50 plus tax per one hour cancellation fee.
- By registering and submitting your entry for Digital BDE you acknowledge that you and your parents/guardian (for those under 18 years) agree to policy.
- For all BDE packages, once a login key is generated, a refund can be issued if student has not started the online course with the deduction of an administration fee of \$150.
- No refund is issued once a student has started the online course or car lessons.
- For all other packages a refund can be issued minus the \$75 admin fee and lesson fee of as many lessons completed.
- It is student's responsibility to make sure that all parts of the BDE course are completed within one year from the date of registration. Both In_Car and Online portions.
- If a student does not complete the BDE course within an year any fees paid(partial or full payments) are non-refundable. It is student's responsibility to start the course within a time frame that allows for the completion of the course within one year of starting the course.
- There will be a charge of \$50 if a Cheque is returned (NSF).
- Driving Instructor may assist and / or direct the student verbally and take control of the vehicle physically to steer and / or stop the vehicle in a dangerous or unsafe situation.
- Road test fees included in all packages are for a local road test. Out of town road tests are subject to an extra fee depending on the location of the test center.
- All training activity may be photographed and recorded for training and marketing purposes.
- Pick and drop from home or close vicinity is based on the student's home address on their license or otherwise agreed upon in written prior to the registration. It is students or parent/guardian's responsibility that student arrives at the agreed upon location for lesson pickup.
- In-Car lessons will always end back at the pickup location unless written prior arrangements have been made with the Driving instructor.
- For in car lessons, students must meet our instructor within the boundaries of our service areas in the City of Vaughan or Brampton.
- For any clarification on where a student will be picked up or dropped off, students must call or email us prior to submitting the payments. Once a payment is processed, no refund will be issued for the reason of student not able to meet our instructor within our service area.
- In-Car lessons will start after the completion of online portion of the BDE course
- It is student's responsibility to inform In-Car instructor on the first lesson about the time remaining to complete the course and arrange the In-Car lessons to be completed within one year of registration.

- In_car lessons will be scheduled by the instructor at the end of previous lesson or via text message or phone call. Our instructors under no circumstances will knock on the door or ring the doorbell due to multi-residential unit possibility and security reasons.
- It is students' responsibility to be ready and waiting for instructor's car at the scheduled time and place. Instructors are only required to wait at the pick point for 15 minutes starting from the scheduled time. If a student does not answer phone/text message and is not outside within the 15 minutes waiting period, instructor will leave considering this a no show and student will have to pay \$45 to reschedule that particular lesson or lessons.
- All inquiries including training progress, billing, or lesson schedule can be made at info@stellardriving.ca or 416-820-5354 only by the person who initially registered the student.
- Training will be discontinued without refund for any disruptive or dangerous behaviour which compromises the safety of the occupants of the instructor's car or other road users; or for not adhering to Ministry of Transportation or school policies.
- Once a student is certified upon the course completion, they will have to obtain the proof of certification from service Ontario by requesting their Drivers License History.
- If an In-Car instructor finds a student impaired, emotional or in a medical condition his / her driving lesson may be cancelled.
- Fees for all packages (BDE, Road tests or Car Lessons) are NON-REFUNDABLE after the completion of first In_Car lesson.
- Stellar Driving School might consider partial refund due to unforeseen and extenuating circumstances beyond students control at its sole discretion with the deduction of Administration fee.
- All BDE courses must be completed within one year. We are unable to offer refund or provide any services after one year starting from the date of registration. This applies to all packages BDE or otherwise.
- **Use of Instructor's Car for the road test**
 - All packages BDE or otherwise include the use of instructor's car with a refresher lesson at the local test center. Local test center for City of Vaughan or North York is Downsview test center and for the city of Brampton is Brampton test center.
 - If a student decides to choose another road test center due to any reason including but not limited to date availability, personal choice, or test route suitability: an extra fee applies to be agreed upon and discussed with your In_Car instructor prior to test booking
 - Last Minute Road Test Cancellations:
 - Road tests are very commonly cancelled by Drivetest centers due to weather or extenuating circumstances at last moment either on the same day or few minutes before the test. In any case if a road test is not completed due to reasons that are not considered Instructor or Instructor car related, road test fee is NON-REFUNDABLE. NO EXCEPTIONS. This includes but not limited to following reasons
 - Test cancelled due to bad weather
 - Test cancelled due to examiner or test center related issues
 - Test cancelled due to student not allowed for road test due to license expiration or other license related issues, intoxication,

student not meeting any of the license conditions such as prescription glasses or other conditions

- Test cancelled for any other reason
- Road test fee Refundable
 - Road test fee is FULLY REFUNDABLE if test is not completed due to following reasons
 - Instructor fails to reach the test center on time due to his/her negligence
 - Test not completed due to any mechanical or safety issue with instructor vehicle
 - Instructor takes the student for road test on a wrong date (unless the wrong date was provided by the student) or to a wrong test center.