Driving Lessons Service Agreement

Freedom Driver Education, Astoria/Warrenton/Seaside
Pamela Cromwell, Instructor (CI1356), Provider (CS0231)
Ph/Text: 503-744-7555 :: Mailing Address: 720 2nd Ave, Seaside OR 97138

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1:00pm-3:00pm	10:00am-5:00pm	10:00am-5:00pm	Closed	1:00pm-6:00pm	Closed	10:00am-6:00pm

Payment/Refunds: All payments are non-refundable. Any pre-paid lessons that student has not scheduled/attended will expire after 6 months (180 days from purchase) without refund.

Tutorials & Scheduling: Students may schedule recurring weekly lessons, or you may schedule lessons as you go. Student is required to complete the Tutorial prior to Driving Lesson, and student is responsible for scheduling all lessons.

Locations/Routes: Freedom Driver Education is based in a home office that is not open to the public. If requested, instructor can meet student at a home/work location in the townships of Astoria, Warrenton or Seaside. Students who live outside the Hwy 101 corridor between Astoria and Seaside will meet the instructor at a designated location in Astoria, Warrenton or Seaside. Lessons usually take place in Astoria/Warrenton; beginner lessons are available in Seaside.

Missed Lessons: Student agrees to be on time for lessons and to be in a condition fit to drive. Missed lessons include no-shows, late cancellations, or lessons canceled by the instructor because Student is unfit to drive. Rescheduling a missed lesson will require an additional $45.

Cancel/Change an Appointment: Please make any cancellation/change 24 hours in advance using the Scheduling link provided in your confirmation email. **For any same-day cancellation, Student must contact the instructor by phone or text message at least 2 hours in advance.** Less than 2 hours notice OR failure to notify the instructor directly of a same-day cancellation is a late cancellation. Lessons canceled by the instructor due to emergency, unforeseen circumstances, or inclement weather will be rescheduled free of charge. If instructor is running late or must reschedule, instructor will contact student immediately by phone or text message.

Late Cancellation/No Show: If Student is running late to an appointment, they must directly notify the instructor immediately by phone or text. If start time cannot be adjusted or student will be more than 20 minutes late, lesson will be counted as a late cancellation (Missed Lesson). If instructor waits for student more than 10 minutes and has not been contacted, the lesson will be counted as a no-show (Missed Lesson).

Student Safety: The instructor is responsible for the safety of student drivers and passengers. The instruction vehicle is equipped with a passenger side brake. Also, the instructor may reach for the steering wheel to avoid a collision or to keep the vehicle on track. Student must accept

that the instructor may come into physical contact with the driver either to steer the vehicle or to focus the driver's attention with a touch to the shoulder or arm.

Unfit to Drive: Instructor reserves the right to cancel the lesson and/or refuse further service without refund/exchange if:

- student appears impaired (drugs/alcohol, drowsiness, extreme anxiety, illness, etc.);
- student is wearing inappropriate shoes (house slippers, flip-flops, high heels, etc.);
- student deliberately handles the vehicle in an unsafe manner;
- student behaves inappropriately or disrespectfully toward instructor;
- late cancellation / no show (as described above).

Getting a Driver's License: Completing a course of driver education or any type of driving lessons does not guarantee a student will pass any licensing exam at Oregon DMV.

Right to Refuse Service: Freedom Driver Education reserves the right to refuse service to any individual who behaves inappropriately or disrespectfully toward instructor before, during or after a lesson/meeting. Cause for refusal may include but is not limited to messaging that invades an instructor's privacy or is perceived as harassing, sexual harassment, perceived intoxication or other impairment that could threaten instructor's safety or render driving instruction ineffectual.

Grievance Procedure: Concerns or reports of misconduct by an instructor should be made to Freedom Driver Education at 503-744-7555. Any grievance against Freedom Driver Education may be made by a student/parent by contacting DMV Third Party Programs at 503-945-5049.

Agreement: The Student named below has read and agreed to the Terms of Service provided above.

Signature: _____ Date: _____

Student Name: _____

Student Phone (cell): _____ Student Email: _____

Student Permit Number: _____ VR Counselor: _____

Please attach a copy of the student's instruction permit for registration.