



NATALIE'S DRIVING SCHOOL

CANCELLATION POLICY

1. GENERAL

Natalie's Driving School is committed to providing excellent service in a timely manner. Unfortunately, when a student cancels a driving lesson without giving enough notice, it prevents another student from being able to have a driving lesson at that time. No shows and late cancellation have an impact on the quality of the service provided. For these reasons Natalie's Driving School has implemented a cancellation policy that will be strictly observed.

2. CANCELLING AND RESCHEDULING

Customers may cancel or reschedule without penalty by notifying us at least 48 hours before their scheduled lesson time. To cancel or reschedule, please contact us at:

Phone: 0411686618

Email: natsdrivingschool@gmail.com

Web: natsds.com.au

3. CANCELLATION REQUESTS

Cancellation requests may be submitted by phone, SMS or email. Please note that refunds will be processed in the original form of payment – direct deposit. If you have any questions or concerns about our cancellation policy, please contact us.

4. LATE CANCELLATION

Cancellations are considered "late" when the customer does not cancel or reschedule at least 48 hours prior to the scheduled lesson time. Late cancellations will result in the customer being charged the full lesson price.

5. MISSED SCHEDULED LESSON TIME

If a customer misses their scheduled driving lesson without cancelling or rescheduling, they will be charged full price of the scheduled lesson.

6. PROVIDER CANCELLATION

If, for any reason, Natalie's Driving School must cancel your scheduled driving lesson, we will notify you as soon as possible and will work with you to reschedule your lesson or you will receive a full refund.

7. REFUNDS Any refunds will be processed in the same method as the original payment.

8. FEE WAIVER We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

9. OTHER TERMS AND CONDITIONS

Your driving lesson time will not be confirmed until the schedule lesson fee has been received.

By making your scheduled lesson payment you understand and agree to the above cancellation policy.