LLG DRIVING SCHOOL

Customer Consent Policies

The main rules for booking and taking driving lessons

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These are the rules for booking and taking driving lessons with LLG. "You" means the student, or the parent or legal guardian who enrolls a student under 18.

1. Who agrees

- A student who is 18 or older agrees for themselves.
- For a student under 18, a parent or legal guardian agrees for the student.
- If someone books lessons for another adult, for example a host family for an au pair or nanny, the person booking agrees to these policies.

2. Booking and payment

- Before you pay, check the service, price, and pickup address you entered.
- Paying doesn't reserve a lesson date. After you pay, LLG contacts you the same day, usually within a few hours, to confirm the exact pickup and drop-off addresses, date, and time.
- A lesson is confirmed only after payment and written confirmation from LLG by email.
- Automatic reminders are a courtesy. You're responsible for checking your lesson date, time, and location.

3. At every lesson

- The student must bring the original, valid learner's permit or driver's license.
- The student must be ready on time and able to drive safely.
- LLG may stop or refuse a lesson if the student doesn't have the required document or can't drive safely.

4. Cancellations, late changes, and no-shows

- **48-hour rule:** Cancel or reschedule at least 48 hours before your lesson and nothing is charged. With less than 48 hours' notice, LLG may charge a $29.99 late-change fee or count it as one used lesson. The same applies to changing the pickup or drop-off address less than 48 hours before, and to a no-show. Until a late-change fee is paid, new lessons can't be booked. Lessons already booked go ahead.
- **Running late:** a student up to 30 minutes late still gets the lesson, but it ends at the scheduled time.
- **No-show:** the student is more than 30 minutes late, can't be found or reached at the confirmed location, doesn't have the required permit or license, or can't safely begin the lesson. LLG may charge a $29.99 late-change fee or count it as one used lesson.
- **One-time illness exception:** Contact LLG at least two hours before the lesson, and the payment or credit moves to one replacement lesson. There's no cash refund, and each customer can use this only once.

5. Refunds

- **Refund fee:** Every refund is minus a $49.99 fee. It covers the payment processing, scheduling, and record-keeping already done for your purchase.
- LLG doesn't charge the refund fee if LLG can't provide the service you bought, or when the law doesn't allow it.
- Completed lessons, late cancellations, and no-shows aren't refundable.
- For a partial package refund, LLG subtracts the $49.99 refund fee, recalculates completed and forfeited lessons at the regular single-lesson price, and refunds any remaining eligible balance.
- Approved refunds go back to the original payment method, usually within 10 business days.
- Package lessons currently have no expiration date.

6. Pickup and drop-off

- LLG picks up and drops off only at approved addresses in the cities listed on the Areas We Serve page at llgdrivingschool.com. Service isn't guaranteed at every address in those cities.
- LLG confirms the exact addresses after you pay. If LLG can't serve your address, you get a full refund.
- There are no separate mileage, bridge, or toll charges. Travel between the confirmed pickup and drop-off locations is part of the lesson time.
- For a student under 18, the parent or guardian approves the addresses and must stay reachable during the lesson, but doesn't need to be there in person.

7. Texts, emails, privacy, and recording

- LLG may send service texts and emails about bookings, payments, reminders, arrival, and schedule changes. Message frequency varies. Message and data rates may apply.
- Reply STOP to stop texts, or HELP for help. Stopping texts doesn't cancel or reschedule a lesson.
- LLG uses your information as explained in the Privacy Policy at llgdrivingschool.com/privacy-policy.
- LLG doesn't use dash cameras or purposely record lessons. You may not record a lesson without LLG's written permission.

8. Skill grades

- After each completed lesson, LLG emails the student (and the parent or guardian of a student under 18) the skill scores and the instructor's note.
- LLG doesn't provide other written reports.

By checking the box and signing on the booking page, you confirm that you have read and agree to these policies.