LLG DRIVING SCHOOL

Road Test Car Terms

For test-day service: the Road Test Package, a test-day car added to lessons, and retakes

Version 3 | Effective November 18, 2026

These terms cover the test-day car and driver you book with LLG Driving School. Every lesson, including the 2-hour lesson in the Road Test Package, follows your Customer Consent Policies and Enrollment Agreement.

Who provides it

LLG Driving School is a business name of LL Group LLC, licensed by the California DMV as LL Group Driving School. We provide test-day service for California behind-the-wheel tests. The car and the licensed driver come from LLG Driving School, with one of our own instructors, or from an independent licensed California driving school we partner with. Either way, we handle your booking, payment, changes, refunds and questions.

What you need

- A confirmed California behind-the-wheel test appointment
- A valid California instruction permit
- Required personal identification and appointment documents
- Enough driving ability to control the vehicle safely

An international or foreign license alone can't replace the California permit required for the test.

What's included

- Test-ready automatic-transmission vehicle
- Licensed California driver
- Current vehicle registration
- Proof of insurance
- Brief vehicle orientation
- Vehicle handoff and check-in support

If your booking includes a warm-up, the driver meets you 1 hour before your test for a practice drive of about 55 minutes near the DMV, with feedback.

The driver is not a DMV representative, agent, government employee, examiner or official.

Where and when we meet

We meet you at the DMV office where your test is booked. We don't pick up or drop off on test day; pickup and drop-off are for lessons only. Arrive 10 minutes before your appointment, or 1 hour before if your booking includes a warm-up.

The examiner decides

Final acceptance of the vehicle is determined by the DMV examiner. We don't control test admission, routes, examiner decisions, test results, appointments, permits or license issuance. No passing result

is guaranteed.

Safety

A driver may refuse or stop service if you:

- Have little or no prior driving experience
- Can't safely control the vehicle
- Appear impaired or medically unable to drive safely
- Create a risk to any person, vehicle or property
- Refuse reasonable safety instructions
- Behave in a threatening, abusive or dangerous way

If service is stopped for safety reasons, the appointment may end without a refund, because the driver and vehicle have already been dispatched.

Cancellations and refunds

These apply to the test day. Lessons follow your Customer Consent Policies.

- Something on our side stops the test: full refund.
- The test can't go ahead for a reason on your side (wrong documents, wrong DMV location, not ready): no refund.
- You cancel more than 48 hours before your appointment: refund minus a $49.99 fee.
- You cancel within 48 hours, or don't show up: no refund.
- The DMV closes your appointment and we hear in time to reach you before your driver sets out: free reschedule.
- If we can't fit your lesson in before your test, you get a full refund of the package.
- If you cancel a whole Road Test Package, one $49.99 fee is taken, not one for the lesson and one for the test day.

We are not the DMV

LLG Driving School is a privately operated business. We are not affiliated with, endorsed by, approved by, or sponsored by the California Department of Motor Vehicles or the State of California. We do not administer driving tests or guarantee test results.

THIS PRODUCT OR SERVICE HAS NOT BEEN APPROVED OR ENDORSED BY ANY GOVERNMENTAL AGENCY, AND THIS OFFER IS NOT BEING MADE BY AN AGENCY OF THE GOVERNMENT.

Questions

LLG Driving School: support@llgdrivingschool.com or (415) 689-9262.