



## First Route Driving School Student In-Car Entitlements & Responsibilities

### All students are entitled to receive the following benefits:

- 10 hours of private, 1-on-1 in-car lessons
  - The only exception to the 1-on-1 will be a maximum of 10-15 minutes of overlap time with another student at the beginning or end of your lesson to allow for the pick-up or drop-off of another student if previously agreed upon with your instructor.
- Lessons can be scheduled for a **maximum of 2 hours daily** (1 hour daily if you have attended an in-class course that same day) and a **minimum of 45 minutes**.
- Professional, knowledgeable and positive instruction from an instructor. In rare cases, instructors may be required to act quickly or briefly yell/grab the wheel in case of an immediate safety concern only, which will be followed when safe to do so with an explanation and an opportunity to discuss the events.
- Continuous instruction from lesson to lesson, with opportunities to ask questions.
- Clear, direct communication about lessons scheduling and timing.
- As much notice as possible should the instructor have to cancel or reschedule a lesson.
- To be picked up or dropped off within city limits at a location agreed to in advance of the lesson with the instructor.
- Lessons scheduled to be completed within the 1 year time limit for the course. Lessons will be spaced apart over the time remaining in the 1 year course, this can mean lessons spread out over a period of months, or if the instructor and you agree, they can occur more frequently.
- Most importantly, students all have the right to feel safe and respected while taking lessons. If at any point you do not feel safe or that your instructor is not respectful to your instruction, please notify the office.

### Responsibilities while in-car:

- You will be expected to attend each lesson dressed in proper attire, including closed-toed shoes, present your G1/G2/G Driver's License to the instructor EACH lesson, and be mentally and physically prepared for the lesson.
  - Instructors are trained to identify students who are not physically, emotionally or mentally prepared for a lesson and will not take you for your lesson if they are not confident in your abilities. This may result in a missed lesson fee.
- You will be expected to drive safely, under the instruction of your instructor. Students are responsible for the operation of vehicles, this can include (while unlikely) tickets/demerit points assigned by courts, as well as speeding tickets, etc. Instructors will of course be diligent towards lessons and safety.
- You will be required to sign at the end of your lesson to verify that the written lesson start time & end time occurred as recorded by your driving instructor.



**Please do not sign if the "Time In" & "Time Out" (start/end times) do not accurately reflect your time spent during the lesson. It is important to understand that there may be small differences in lesson times of less than 10 minutes for recording purposes. Ex. 9am-11am may be recorded instead of 8:56am-10:57am. Our records round to the nearest quarter hour for instructional time.**

Lesson time begins once your instructor arrives at the agreed-upon pick-up location. The exception to this would be an unexpected, early arrival that is not agreed upon by both parties. Lesson time ends once you have arrived at the agreed-upon drop-off location.

Most lessons will require a couple of minutes (up to 10 minutes) at the end of the class to review what was taught and sign your "Student In-Car Record" and your instructor's "Daily In-Car Instructor Schedule" (their student log).

**If you believe that you have not received the instructional time you are being asked to sign for, please do not sign for your in-car lessons and immediately contact our office. We will work swiftly with you and the instructor to ensure there are no issues. If you believe that an issue is occurring or has occurred while you are taking lessons, please contact the office as soon as possible by emailing [registrations@firstroute.ca](mailto:registrations@firstroute.ca) or calling 613-389-0043. Once your "Student In-Car Record" has been completed and signed by both you and the instructor, that is a permanent record submitted to the MTO for certification purposes.**

## **Pick-Up/Drop-Off Areas**

Pick-up/Drop-off areas of coverage varies by city of registration and can be checked by emailing [registration@firstroute.ca](mailto:registration@firstroute.ca) or calling 613-389-0043 **PRIOR** to registering. Within our service areas, instructors will pick up or drop off students anywhere that has been agreed to in advance of the lesson.

**We do not offer refunds for changes of address outside our service areas.**

If you need to cancel a lesson, please contact your instructor with at least 24 hours' notice, or you will be subject to a \$50 per hour cancelled lesson fee. This fee is further explained in our cancellation policy.



## Cancellation policy for students

Students will be required to provide instructors with a minimum of 24 hours notice prior to a lesson if they wish to cancel the lesson. Failure to cancel a lesson with at least 24 hours notice will result in a \$50 fee per hour of scheduled lesson (a two hour lesson will result in a \$100 charge).

Students are required to always have the physical copy of their Driver's License on them for in-car lessons. Paper or electronic copies will not be accepted by instructors (or police). Cancelled lessons because of a failure to bring the physical copy of a driver's license will be subject to the cancellation fee.

If one of the following exceptional circumstances occurs, cancellation fees may not apply. Exceptions to cancellation fees can include:

- If an illness prevents a lesson from occurring and the assigned instructor was informed within a reasonable timeframe of the scheduled lesson. For example the student wakes up feeling unwell and immediately texts their instructor. Please note: timeframe is at the discretion of the assigned instructor
- Extreme weather conditions preventing safe driving lessons will be accepted as a reasonable exception for cancelling a scheduled lesson with less than 24 hours' notice. Extreme weather conditions preventing safe driving lessons will be determined at the discretion of the assigned instructor.
- Emergencies, etc.: in the event of an emergency, assigned instructors may waive the cancellation fee if they feel that the extenuating circumstances warrant cancelling the scheduled lesson.
- Acts of God event outside of human control, such as a natural disaster or an earthquake, tsunami, etc. for which no person can be held responsible prevent the lesson from occurring.

Lessons should be cancelled by instructors with more than 24 hours notice, however may also be cancelled by instructors within this time period due to mechanical issues, vehicle failures, sudden illness, etc.

Missed lesson fees are charged as a last resort by instructors to compensate lost time. Our instructors work hard to maintain a schedule and will work with students as much as possible to prevent these charges from being required, however once the charges are sent to the student, no further in-car lessons can occur until they are paid.