

## Definitions

- Driving Training: Agreement for individual lessons.
- Driving Training Package: Agreement for a fixed number of lessons (lesson package or course).
- Written: In writing or electronically.

## Article 1 – Applicability

These general terms and conditions are part of the lesson agreements concluded between Rijkschool de Graduate and their students.

## Article 2 – Obligations of the Driving School

- The lesson is given by instructors who comply with the provisions of the Driving Instruction Motor Vehicles Act (WRM).
- The lesson is given by the same instructor as much as possible.
- The agreed duration of a lesson is fully used for this lesson.
- The student will carry out the driving test (exam) in the same car in which they took their driving lessons. In case of force majeure, a replacement car may be used.

## Article 3 – Obligations of the Student

- The student must be 16.5 years or older.
- The student must adhere to the date, time, and place of the driving lesson as stated in Flexpulse. The instructor will wait an extra 15 minutes. If the student does not show up without canceling on time as stated in Article 3.3, the student is obliged to pay the full lesson price.
- The student must pay the full lesson price if the driving lesson is canceled within 96 hours before the agreed time in Flexpulse. Saturdays, Sundays, and public holidays are not included in these 96 hours. The student must cancel the lesson by telephone during office hours.
- The student must follow all instructions of the driving instructor during the lessons.

## Article 4 – Payment

- The driving school is entitled to charge administration costs.
- The driving school can change the prices of the driving lessons during the agreement. This does not apply to the prices of the lesson packages that are part of the Driving Training Package.
- Payment should be made within 14 days of the invoice date.
- Payment is made via bank (iDEAL) or another agreed-upon method but always before the start of the lesson.
- If the student fails to pay the amount due, the driving school is entitled to suspend the driving lessons and the reservation of the exam.

## Article 5 – Terms and Conditions for Driving School Exam Bookings

### 1: Exam Booking and Confirmation

- Once an exam is booked, it will be confirmed by our driving school.
- The confirmation of the exam booking will be communicated to the student via email or any other agreed-upon communication method.

### 2: Changes to Exam Bookings

- Students are allowed to request changes to their exam booking within 24 hours of the initial booking.
- Requests for changes must be made in writing, either via email or through the school's designated booking system.

### 3: Non-Modifiable Period

- After the 24-hour window has passed, no further changes can be made to the exam booking by the student or the driving school.

### 4: Consequences of Non-Attendance

- If the student is unable to attend the exam for any reason after the 24-hour window has closed, the exam will still be charged in full.
- The student will need to book and pay for a new exam if they wish to take it at a later date.

### 5: Agreement

- By booking an exam with our driving school, students acknowledge and agree to these terms and conditions.
- It is the responsibility of the student to be aware of and adhere to these terms.

## Article 6 – Refund Policy

- No refunds will be issued for exams missed or cancelled after the 24-hour change period.
- Exceptions may be made at the discretion of the driving school in cases of proven emergencies or extenuating circumstances.
- Once you have agreed to schedule a driving lesson or package, we do not offer refunds. However, in exceptional cases (such as emergencies or unavoidable circumstances), we may consider a refund or rescheduling on a case-by-case basis.

## Article 7 – Safety Regulations

- The use of mobile phones while driving is strictly prohibited, including both hands-on use and hands-free devices.
- Consuming alcohol or drugs before or during a driving lesson is strictly prohibited. If the instructor suspects the student is under the influence, the lesson will be terminated immediately.
- For safety reasons, students must wear closed-toe shoes during driving lessons. Open shoes, slippers, or any footwear that does not provide proper support are not allowed.