

### Terminology

**Academy** – short for “Pinnacle Driving Academy,” which refers to a privately-owned company and its employees who provide driver training lessons to its clients.

**Instructor** – a person employed by the Academy who holds a valid driver training licence and teaches driving in a car and/or in a classroom setting.

**Client** – also interchangeably referred, in this document, to a student or a driving student is a person who has hired the Pinnacle Driving Academy to help improve their driving skills, knowledge and/or attitudes towards driving.

### Enrollment Criteria

Student drivers must be at least 16 years of age and have a valid learner’s driving permit issued by The Insurance Corporation of British Columbia (ICBC) or a valid international driving permit to schedule a driving lesson with us.

**Although driving lessons and/or packages may be booked on our website at [driving-academy.ca](http://driving-academy.ca), student drivers should contact the Academy prior to making any purchases to reserve an instructor and receive the Academy’s Policy Statement.**

### Conduct

**Student drivers must show a valid learning permit to the instructor at the beginning of every driving lesson.** In instances where a student driver does not have his/her driving permit, the instructor is obligated to reschedule the lesson, as it is against the law to drive without a driving permit.

While we understand the merits of technology and may use it in a safe way during our lessons, the student driver must not use any electronic devices that may potentially distract their own driving or disrupt driving lessons.

It is in the best interests of a student driver to wear appropriate and comfortable attire during driver training (i.e. flip flops are not recommended for driving while flat enclosed shoes are) so that he/she can perform driving functions with comfort, safety and ease.

### Services and Fees

**During any in-car lesson, the car is reserved for a focused and productive learning experience. Only three individuals are allowed inside: the student driver, the instructor, and one additional person. This third person can be the student’s parent, a trainee instructor from the Academy, or an ICBC employee who may join to observe and gain insight into the lesson. This ensures a personalized and supportive environment, keeping the focus on the student’s development.**

Pinnacle Driving Academy is committed to providing the highest quality of service to its clients. Our instructors are experienced and well-versed in the field of driver training.

Students are responsible for the following fees at the beginning of each lesson:

#### Individual Lessons

Individual lessons are suitable for those clients who wish to take only a few hours of focused instruction for the purpose of improving or enhancing one or two areas of driving.

When the student driver reserves an instructor, the student will notify the Academy how much time he/she wishes to spend in each lesson. While the Academy recommends students take lessons that are 1.5 hours long because this length of time proves to be the most effective in terms of value for time and money invested, we have the following lesson options to accommodate every learning style and need:

1 hour lesson - \$95.00  
1.5 hour lesson - \$125.00  
2.0 hour lesson – \$180.00

**At Pinnacle Driving Academy, our instructors create lesson plans with a focus on practical driving experience, ensuring that 90% of each lesson is spent practicing on the road. The remaining 10% is dedicated to reviewing the material and answering any questions. The only exception is the first lesson, where we take the time to familiarize the student with the vehicle and conduct a quick diagnostic test to assess their current driving level. This ensures that each lesson is tailored to the student’s needs and progress.**

#### Packages

Students who wish to become proficient in more than two areas of driving or have little or no driving experience are advised to consider the following more cost-effective packages:

##### **Novice Driver Package (Road Test Package Included)**

The Novice Driver Package is custom-designed for new drivers who have successfully passed the ICBC Knowledge Test and have little or no prior driving experience. This package includes a) 22 hours of driver training, b) Academy’s vehicle rental and instructor’s time booked for

ICBC road test, and c) student pick-up and drop-off. Each lesson is 1.5 hours long and the student will have in total of **14-1.5 hour sessions and 1 hour warm-up session** before the road test.

**Cost:** \$1595.00 (Value of \$1925)

### **Apprentice Driver Package** (Road Test Package Included)

The Apprentice Driver Package is suitable for drivers who have successfully completed the ICBC Class 7 Road Test and have at least one year of driving experience. This package includes a) 11.5 hours of driver training, b) Academy's vehicle rental along with instructor's time booked for ICBC road test, and c) student pick-up and drop-off. Each lesson is 1.5 hours long and the student will have a total of **7-1.5-hour sessions and 1-hour warm-up session** before the road test.

**Cost:** \$995.00 (Value of \$1125.00)

### **Pinnacle 10-Lesson Driving Package** (Road Test Package NOT Included)

This comprehensive package that includes **10 in-depth driving lessons, each lasting 1.5 hours**, is ideal for those who want a well-rounded learning experience with ample time to build both skill and comfort behind the wheel. Designed to provide thorough, hands-on training for new drivers or those looking to gain additional confidence and experience on the road. With personalized instruction from certified instructors, learners will develop strong driving habits, improve vehicle control, and master a wide range of driving scenarios.

**Cost:** \$1175.00 (Value of \$1250.00)

### **Pinnacle 5-Lesson Driving Package** (Road Test Package NOT Included)

This package includes **5 comprehensive driving lessons, each 1.5 hours long**, tailored for learners seeking focused instruction without requiring the use of the Academy's vehicle for a road test. It's perfect for those aiming to refine their driving techniques while benefiting from real-time feedback to enhance vehicle control, situational awareness, and overall road safety.

**Cost:** \$595.00 (Value of \$625.00)

### **International Driver Package**

The International Driver Package is uniquely designed for experienced drivers who are new to Canada and have held a valid driving licence in their home country for over 5 years. This package includes **4.5 hours of driver training** and student pick-up and drop-off. Each lesson is 1.5 hours long.

**Cost:** \$350.00 (Value of \$375.00)

### **Seniors Driver Package**

The Seniors Driver Package is designed for individuals who are experienced drivers and need a refresher driving course prior to taking the ICBC's re-examination road test. The package includes a) **4.5 hours of driver training**, b) **the Academy's vehicle rental and instructor's time booked for ICBC road test**, and c) **student pick-up and drop-off**. Each lesson is 1.5 hour long and the student will have a total of 3 lessons prior to taking the road test.

**Cost:** \$495.00 (Value of \$620.00)

### **Road Test Package**

The Road Test Package includes a student pick-up and drop-off, along with **1 hour of warm-up lesson** prior to the scheduled road test. This package also includes the Academy's vehicle rental for the road test.

**Cost:** \$245.00 (Value of \$285.00)

## **Payments**

### Packages

Payments for packages are only due after the student driver completes their first lesson and decides to move forward with the remaining sessions. This allows each student to experience our high-quality instruction and feel confident in their decision, ensuring they find true value before committing to the full package.

If a student driver decides not to continue with the full package, they will only be responsible for the completed lesson. This gives students the peace of mind to explore our lessons without any long-term commitment, ensuring they only pay for what they've experienced and found valuable.

### Individual lessons

Individual lessons must be paid in full prior to the commencement of each lesson.

We accept payments through cash, cheque, e-transfer, or credit card for your convenience. To pay via e-transfer, simply send your payment to [info@driving-academy.ca](mailto:info@driving-academy.ca). If paying by cheque, please make it out to Pinnacle Driving Academy Inc. Credit card payments are processed via electronic invoicing by Pinnacle Driving Academy upon request. Please note that a 2.9% surcharge will apply to all credit card transactions.

### **Late Arrival**

If a student driver is late for a scheduled session, the lesson will proceed for the remainder of the allocated time and a full fee will be charged, as the instructor's time was reserved for the lesson. In case a student driver is late more than 15 minutes, the lesson will be cancelled, and the lesson cancellation policy will apply.

### **Cancellations and Refunds**

A student driver or driving instructor may need to cancel or reschedule a lesson due to unforeseen circumstances, such as illness, personal emergencies, weather conditions, or mechanical issues with the vehicle. The Academy will make every effort to accommodate the student driver's schedule when rescheduling any cancelled lessons.

#### **Individual Lessons**

If a student driver is unable to attend their scheduled lesson, **we kindly ask that they notify the Academy at 778-322-8894 at least 48 hours in advance.** If we do not receive notice or if the student driver does not show up for the lesson, a \$95 cancellation fee will apply, as the instructor's time was reserved.

#### **Packages**

From the date of purchasing their driving package, **students have 12 months to use the services that are included in the package.** If a student decides to cancel their package after two or more lessons, the Academy will offer a full refund for any unused lessons, as long as the cancellation is made at least 48 hours in advance. Each lesson already completed by the Academy to date will be charged \$125.00 per lesson and an additional 10% of the cost of the Driver Package will be administered to cover administrative fees.

#### **Road Test**

To avoid extra charges, ICBC requires a 48-hour notice for road test cancellations. Similarly, we kindly ask that students provide the Academy with a 48-hour notice if they need to cancel their scheduled road test. If this notice is not received, a fee of \$150.00 will apply.

#### **Excessive Cancellations**

Cancelling and rescheduling lessons can be very unproductive and disruptive. Cancelling more than two scheduled lessons is considered excessive and the Academy reserves the right to cancel the remainder of the driver package and/or previously scheduled lesson(s), should the student cancel two or more lessons. The cost of the completed lessons will be calculated on an individual lesson basis. In addition, 10% of the cost of the Driver Package will be administered to cover administrative fees.

### **Additional Fees**

Pinnacle Driving Academy is confident in the quality of its customer care and service delivery. For that reason, we ensure that any additional fees incurred by the student have been previously discussed and agreed upon. Possible additional fees are as follows:

#### **Traffic Violations**

**The student driver is responsible for any traffic violations incurred due to negligent driving on their behalf.**

### **Privacy**

Pinnacle Driving Academy respects the confidentiality and privacy of our clients' personal information. Data from a client's driver's licence may be provided to appropriate government agencies for purposes of scheduling a road test or certifying. The Academy does not use or share clients' personal information without the clients' consent.

### **Consent to Record**

Pinnacle Driving Academy's vehicles are equipped with dash cameras that capture situations on the road as well as inside the vehicle. These videos are recorded for the purposes of driver and instructor training and supervising. These recordings are made only with the consent of the student and the instructor. Special consideration will be taken for concealment of student and instructor identity in the use of video and audio recordings. No student name or instructor name will appear on any materials that are collected and all materials are to be kept confidential. By acknowledging the receipt of this Policy Agreement and signing the Record of Achievement form, the student grants permission to Pinnacle Driving Academy to make video and audio recordings and to use them for training, coaching, evaluating, and supervising purposes.