

# Cancellation and Refund Policy

## Cancellation Policies for Behind the Wheel Lessons (Driving Lessons)

We are requiring a 24 cancellation notice for the driving lessons. Cancellations can be made only during our office hours M-F 9:30am-5:30pm by calling 617-232-9400 or over email, [brooklinedriving@yahoo.com](mailto:brooklinedriving@yahoo.com), (during the office hours only) by providing the following:

- Students name
- Time of the lesson
- Location of the lesson and contact phone number(s).

Sunday and Monday lessons must be canceled on Friday, during office hours, at the latest.

If proper notice is not given, a \$35/hour fee will be charged for driver education students or forfeited lessons for Adults, if lessons or package was purchased.

Students who are more than 15 minutes late for driving instruction will be considered as a NO SHOW, and subject to Cancellation policies.

Adult students will forfeit their lesson.

No student will be issued a Certificate of Completion with an outstanding balance and no additional services will be provided until balance is paid in full.

## Saturday Road Test Cancellation Policy

To cancel a Saturday Road Test, you MUST give a 2-week notice, if not, students will forfeit Road Test fee and get charged \$35 (Road Test fee) by the RMV.

Please note: The RMV does not allow double booking of road tests. If you have another test scheduled anywhere else you must cancel that road test prior to scheduling with Brookline Driving School to avoid being rejected by the RMV and to avoid the loss of your entire road test fee with Brookline Driving School.

## Refund Policies

You are entitled to a full refund on any of our services before instruction is given. A written request for a refund is required 24 hours prior, to any scheduled service with the proof of payment (canceled checks front and back or receipt), during office hours M-F 9:30am-5:30pm. Request for the refund must be submitted in-person, over mail (must be received at least 24 hours before scheduled services and during office hours M-F 9:30am-5:30pm) or through email to [brooklinedriving@yahoo.com](mailto:brooklinedriving@yahoo.com). Brookline Driving School will issue a refund within 30 days of the request.

You will not be eligible for a full refund or partial refund once any instruction on driver's education course or any driving package has been received.

All services must be completed within two years of enrollment. After two years, money is non-refundable and services are forfeited.

There are no refunds after course or lessons have started.