

# YOUR BOOKING INFORMATION



## GOOGLE REVIEW

Enjoyed your training experience? We want to hear from you, and we are confident future clients would too. Leave a Google review today.  
<https://g.page/r/CYw6XEL7d5VAEAg/review>



## SOCIAL MEDIA

Like and follow us on Facebook and Instagram to keep up to date with the latest news from ADI.



## EMAIL COMMUNICATION

By receiving these Terms & Conditions, you will be added to our Mailing list, where from time to time, you will receive emails from The Australian Driving Institute. These emails will consist of Safety Tips, updates, and upcoming courses.

Please notify us by email [clientmgr@austdrive.com](mailto:clientmgr@austdrive.com), if you do not want to receive these emails, alternatively, you can 'unsubscribe' from these emails at anytime.



## SUPPORT

Please contact ADI if you require any assistance before your scheduled training date.

## TRAINING VEHICLE:

- If ADI are supplying the vehicle for your training, you may be allocated a manual vehicle. If you are unable to operate a manual and this has not yet been reported to ADI, please contact your representative urgently before training.
- If you are providing a vehicle for your scheduled training please ensure the vehicle is **roadworthy** and free of loose items. Any loose items should be secured or removed from a vehicle when driving a vehicle at any time. Your Instructor may ask you to remove loose items before your training commences. To avoid a delayed start please ensure your vehicle is ready and fueled before training commences.
- You will also be required to clean and sanitise your vehicle according to the attached checklist prior to your practical training.

## TRAILER HIRE:

- If you are required to undertake your chosen program with a Trailer in Tow and ADI are supplying the Trailer. 100% cancellation fees will be applicable if this is no longer required. (This is applicable for cancellations, date changes and change of mind.)
- If you are supplying the Trailer, please ensure this is roadworthy, registered & is equipped with the correct operating goods. E.g., Shackles, Electric light fixtures.

## COURSE PAYMENT:

### Course Payment (For clients without an approved ADI account):

- Payment is required upfront to secure your booking
- If payment is not received upfront and you approach the 7-day cancellation period the booking may be removed (this will be communicated to you)
- If a booking is required within 7 days of the identified training day, payment is strictly required at the time of booking

### Course Cancellation Policy:

**Outside 7 Business days** – No charge to client

**Inside 7 Business days** – 50% of the total course investment

**Inside 3 Business days** – 100% of the total course investment to be charged  
Should any travel have been booked, any fee that ADI occurs for cancellation is to be charged on to the Client

### Refund Policy for prepaid programs:

**Outside 7 Business days** – Refund to the client

**Inside 7 Business days** – 50% of the total course investment to be refunded  
**Inside 3 Business days** – 0% of the total course investment to be refunded  
Should any travel have been booked, any fee that ADI occurs for cancellation will be charged on to the Client

### Certificate Re-Issue:

Please contact our administration team who would be happy to assist with requests for Attendance certificate(s) to be reprinted following the first certificate issue post training (where applicable).

- \*Please note that fees for reprinting may be applicable.