



## Policies

**Office Hours:** Our office Hours are Monday – Friday 9:00AM to 4:00PM. Our office is closed on Saturdays and Sundays. However, our Trainers work 7 days a week, so we can accommodate most appointment times within reason. Lessons can be scheduled 24 hours per day at [www.legacydrivingacademy.com](http://www.legacydrivingacademy.com).

**Package Payment Policy:** All packages require full payment for the entire package before scheduling. You can register, pay and schedule online, or call our office (602) 396-8321 during office hours to pay, register and schedule over the phone if you prefer. Our packages will expire one year from the date of purchase. Payment in full is required in advance to secure your driving lesson reservation. All lessons must be scheduled within 30 days of payment (but they do not have to be completed within 30 days of payment).

**Refund Policy:** If a refund is requested after lessons or packages are purchased, there will be a \$35 administrative fee to process the refund. Refunds will not be issued if the student has already started their first lesson. No refunds are issued after one year from date of purchase.

**Lessons Cancellation:** If you need to reschedule your lesson you **MUST** give 48 hours' notice prior to your scheduled lesson time. If 48 hours' notice is not given, then a \$75.00 rescheduling fee will be required. This means you must call our office at (602) 396-8321 or email: [admin@legacydrivingacademy.com](mailto:admin@legacydrivingacademy.com) and cancel at least 48 hours prior to the lessons start time. Please leave messages on our company voicemail whether it is after hours or on the weekends. **No Exceptions.**

**Lateness Policy:** Instructors will wait for 15 minutes after the lesson is scheduled to start. If you are not there within those 15 minutes, you will be considered a no-show. If you arrive late, the lesson still ends at the scheduled end time. **NO Exceptions.**

**No-Show Policy:** If you are a **no-show** for a lesson, there will be a fee of \$125.00 for rescheduling, or the lesson is forfeited. **NO Exceptions.**

**Permit/License Requirements:** If you do not have a valid Arizona Learner's Permit, Driver's License or International License in your possession at the time of the lesson, the lesson cannot be given. There will be a \$125.00 charge for the lesson to be rescheduled. **NO Exceptions.**

**Accompanying Lessons:** Spouses, parents, friends, siblings, and children are not allowed to accompany the student during lessons due to insurance purposes.

**Prices:** Prices are effective at the time of purchase. Prices are subject to change without notice.

**Please Note:** Late cancellations or lessons cancelled due to no-show or no permit/license result in a loss of income to instructors and our driving school that cannot be recovered otherwise.

**Weather Conditions:** Due to unsafe road conditions during heavy rainstorms or dust storms, Legacy Driving Academy reserves the right to cancel driving lessons due to weather conditions. We will make every effort to reschedule you to the next available time that fits your schedule.

**Vehicle Safety:** Because we want our cars to always be in optimal working order and safe for our students, lessons may have to be rescheduled due to unforeseeable car issues (even though we keep all cars on a strict maintenance schedule). Our general policies state that should this happen, we will make every effort to reschedule you to the next available time that fits your schedule