



No-Show/Late Cancellation Policy

Purpose:

This policy outlines the procedures and fees associated with student absences or late cancellations of scheduled driving sessions at Ahead of the Curb Driving Academy LLC. This policy aims to ensure efficient scheduling, respect for instructor time, and fair treatment for all students.

Scope:

This policy applies to all students enrolled in driving instruction at Ahead of the Curb Driving Academy LLC.

Policy:

1. Notification Requirement:

- Students are required to provide a minimum of **30 minutes** notice to Ahead of the Curb Driving Academy LLC for any cancellation or rescheduling of a scheduled driving session.
- Notification must be made by calling 260-724-7511 or through the official office@aheadofthecurb.net

2. No-Show/Late Cancellation Definition:

- A "no-show" occurs when a student fails to appear for a scheduled driving session without providing the required 30 minutes notice.
- A "late cancellation" occurs when a student cancels or reschedules a scheduled driving session with less than 30 minutes notice.
- A student will also be considered a "no-show" and charged accordingly if they arrive for their scheduled driving session without a valid Indiana learner's permit physically present.

3. No-Show/Late Cancellation Fee:

- A fee of **\$40 per scheduled hour** will be charged for any no-show or late cancellation.
- This fee covers the instructor's time and the lost opportunity to schedule another student.
- The fee must be paid before the student's next scheduled driving session.

4. Payment of Fees:

- The no-show/late cancellation fee can be paid by cash, check, or credit card

5. Exceptions:

- Exceptions to the no-show/late cancellation fee may be considered in cases of documented emergencies or unforeseen circumstances, such as:
 - Documented medical emergencies (doctor's note required).
 - Documented vehicle accidents.
 - Documented severe weather conditions that make driving unsafe.
- The determination of whether an exception is warranted will be made by Ahead of the Curb Driving Academy LLC administration on a case-by-case basis.

6. Repeated No-Shows/Late Cancellations:

- Repeated no-shows or late cancellations may result in further action, including suspension or termination of driving instruction.

7. Instructor Cancellations:

- If Ahead of the Curb Driving Academy LLC or an instructor cancels a scheduled driving session with less than 30 minutes notice, the student will not be charged, and a rescheduled session will be provided at no additional cost.

Ahead of the Curb Driving Academy LLC