



www.idrivesafety.com.au

5-star Driver Education Programs



1. Missed Appointment Policy (IDS:0886)

Our goal is to provide quality 5 Star Driver Education to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our contractors, your training processes, but our other clients as well. Please be aware of our policy regarding missed and or late cancelled appointments.

Appointment Cancellation

When you book your appointment, you are holding a space in our calendar that is no longer available to other clients. In order to be respectful of all our clients, please call your accredited driving coach as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another client's access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call/text or email your coach at least 24 hours prior to your appointment. All coaches will acknowledge your cancellation, if you do not receive a reply from your coach within 2 hours please resend until a reply is received as the system may have a fault.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the client 100% of the missed appointment fee, unless another client can be allocated to the cancelled appointment time where no charge will apply. This is managed by idrivesafety administration.

Waiting time before a coach can move to next booking.

An appointment is considered as a late cancellation when a client has not arrived within 15 minutes of an appointment start time and/or notified of lateness, responded to text, email and or call from coach that they are waiting at the designated pick-up point. Clients will be charged 100% of the missed appointment fee.

COVID

Idrivesafety coaches are advised to not knock-on doors or enter private property as a health and safety procedure.

Missed Appointment Policy IDS:0886.docx
Acceptance or our training is acceptance or our conditions.

An International Safety Foundation business.
5 Star Driver Education Programs.
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Learners-Seniors-Disabilities-Defensive-Fleet

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