Additional Terms and Conditions for Scheduled Services

Metro Driving School
Version 181 | Effective date: 25 November 2026

1. Before your service

These terms apply to driving lessons, test packages, assessments and other booked services supplied by Metro Driving School, National Driver Training Group Pty Ltd, ABN 45 630 799 709. Read them with the Customer System Usage Agreement and the purchase details at https://metrodriving.com.au/Terms-and-Conditions. Your consumer rights always apply.

Check the booking date, start time, duration, pickup address, instructor and transmission. Tell the customer service team promptly if anything is wrong. A booking is confirmed when it is accepted in your account or by a consultant. Reminder emails and texts are a courtesy; a missing reminder does not cancel a confirmed booking.

2. Cancelling or moving a booking

Give at least 24 hours' notice before the scheduled start time to cancel or move any booked service without forfeiting it. The same rule applies to all booked services, including individual lessons, package lessons, tests, Full Logbook bookings and courses. Each change must satisfy the notice period and the original voucher expiry.

Cancel online through your customer account or speak directly to a customer service consultant during opening hours. Online cancellation is recorded when the account confirms it. A phone cancellation is recorded when the consultant processes and confirms it, so stay on the call until it is confirmed.

An email, SMS, voicemail, missed call or message to an instructor is not a completed cancellation. Outside office hours, use your online account. If a system fault prevents cancellation, report it promptly and keep evidence of the attempted cancellation so the Company can review the timing fairly.

Cancellation of a booking returns its eligible voucher or paid credit under the Customer System Usage Agreement. It does not itself request a cash refund.

3. Late cancellation and missed services

If you cancel or move a booking with less than 24 hours' notice, or do not attend, the booked service is normally forfeited and its full price is payable. A package voucher used for that booking is treated as used. If the booking is unpaid, the corresponding cancellation charge is payable.

Illness, transport problems and personal emergencies do not automatically extend the notice period. Any legal entitlement to a remedy remains available. A charge will not exceed the booked service price and will be reduced where required by law. The Company will consider evidence that a cancellation charge would be unreasonable in the circumstances.

If you arrive late, the service may still finish at its original end time. Contact the instructor or customer service team promptly about a delay. An unsafe or unlawful service will not proceed.

4. If the Company or instructor cancels

If the Company or instructor cancels, the service is not forfeited and no customer cancellation fee applies. You can choose a suitable replacement booking or a refund for the undelivered service. Where a replacement would fall after the original expiry because of the Company's cancellation, the Company will agree a reasonable extension or provide the available refund.

If the original instructor is unavailable, the Company may offer another suitable instructor. You do not have to accept a materially different service or pay extra for a service already purchased.

5. Your licence and fitness to drive

Bring a current learner permit or other licence that legally allows the scheduled driving activity. Follow its conditions and carry any required documents, glasses or aids. Tell the instructor about a restriction that affects safe or lawful instruction.

You must be fit to drive, able to concentrate and free from impairment by alcohol, drugs, medication or fatigue. Wear secure footwear suitable for operating the pedals. Do not use a mobile phone while driving. Follow road rules and reasonable safety instructions.

6. Safe and respectful lessons

Treat instructors, staff and other road users respectfully. Harassment, threats, abuse and unsafe behaviour are not acceptable. Passengers need the instructor's prior agreement.

The instructor may stop or decline a service where it would be unsafe or unlawful. If the cause is your failure to meet a requirement clearly explained before the booking, the late cancellation rule may apply, subject to your consumer rights. If the cause is a Company or instructor problem, the service will be restored or refunded as applicable.

7. Vehicles and pickup areas

Select the correct pickup suburb and address when booking. If you discover an error, contact the customer service team promptly so it can check availability. Any cancellation charge remains subject to the notice rule and your consumer rights.

Use of your own vehicle requires prior instructor approval. It must be registered, roadworthy, clean and appropriately insured, including compulsory third-party cover. The instructor can decline to use a vehicle that does not meet legal or safety requirements. Agree on a suitable alternative before the service wherever possible.

8. Tests and learning outcomes

A test package includes only the items stated when you purchase it. Government test appointments, licence fees and government cancellation rules are separate unless expressly included. The Company's 24-hour rule applies to its own booked services; it cannot change a government agency's rules or refund a fee held by that agency.

The instructor will give an honest assessment of your readiness. Purchase of a lesson or package does not guarantee a test pass, a particular number of lessons or a particular learning outcome. This does not limit the obligation to provide services with due care and skill or any other consumer guarantee.

9. Concerns and complaints

Contact Metro Driving School on 1300 421 242 or at info@metrodriving.com.au with the booking details and a description of your concern. The customer service team will record it and arrange for the instructor and an appropriate manager to respond.

There is no separate money-back guarantee, including a first-lesson guarantee, for new purchases under these terms. Service concerns are handled through this complaints process and the remedies required by law. An express guarantee given with an earlier purchase will be honoured.

There is no fee for making a complaint, asking for a refund calculation or using a legal remedy. You may contact a consumer protection agency or seek independent advice at any time.

10. Privacy and communications

The Company uses your information to manage purchases, bookings, safety, customer support and legal obligations as described in its privacy policy at https://metrodriving.com.au/Privacy. Booking notices may be sent to the email address or phone number on your account. Keep them current.

Where a call is recorded, the Company will notify you as required. Records are retained for the purposes and periods explained in the privacy policy and applicable law, rather than under an unrestricted promise to retain everything forever. Requests about access or correction can be sent to the customer service team.

11. Photos and testimonials

Permission to use a photo, testimonial or other media for marketing is separate from accepting these terms or booking a lesson. The Company will ask for consent for that use. For a student under 18, it will obtain the appropriate parent or guardian consent.

You can decline marketing use without affecting your lesson. To withdraw consent for future use or ask about existing material, contact the customer service team. The Company will explain what it can remove and any practical limits.

12. Promotions and extra work

A free promotional lesson has no cash value, cannot be transferred and expires 1 month after issue unless the promotion gives a longer period. Any competition or special offer must clearly state its own entry requirements and included services before participation. A purchased monetary gift certificate is not a free promotional lesson.

Any genuinely optional extra service must be explained and agreed, including its price, before it is provided. The Company will not impose a general administration charge for handling a complaint or providing a remedy required by law. A future price change or fuel-cost increase does not automatically increase the price of a service already purchased.