Customer System Usage Agreement

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

1. About this agreement

This agreement covers your account, purchases, vouchers and account credit with Metro Driving School. Your supplier is National Driver Training Group Pty Ltd, ABN 45 630 799 709 (the Company). The Company provides driving tuition through its instructors and remains responsible for the services it sells.

Read this agreement with the Additional Terms and Conditions for Scheduled Services and the product details shown before you pay. These documents are available at https://metrodriving.com.au/Terms-and-Conditions. The version and purchase conditions accepted when you buy apply to that purchase.

2. Your consumer rights

Your rights under the Australian Consumer Law and other applicable laws are not excluded, restricted or replaced by these terms. Refund fees, expiry dates and cancellation rules do not remove a remedy you are entitled to by law. If a term conflicts with a right that cannot be excluded, that right applies.

3. Using your account

Provide accurate contact, licence and booking details. Keep your password secure and tell the customer service team promptly about suspected unauthorised use. Do not use the account or website unlawfully or access another person's information without permission.

If you book for another person, you must have their authority and make these terms available to them. A parent or guardian must authorise an account or purchase where required for a student under 18. The student must still hold the licence or permit required for the service.

4. Purchases and payments

The service, price, included items and expiry period are shown before you pay. Prices are in Australian dollars and include GST where applicable and the booking fee described below. Payment is due when you purchase or book, unless the Company agrees otherwise. Bank transfers must clear before the payment is available to use.

Only use a payment method you are authorised to use. You can use the payment methods offered at checkout, account credit or an eligible service voucher. Instructor availability, service area and product eligibility are shown when you book.

5. The booking fee

The advertised lesson or package price includes a 2% booking fee, regardless of how you pay. It is part of the advertised total, not an extra charge at checkout. The fee is calculated as 2% of the price before the booking fee and rounded to the nearest cent. For example, a $150 total includes a $2.94 booking fee.

Adding money to your account does not incur a booking fee. If you add $100, the full $100 appears as account credit. When you use it to buy a lesson or package, the advertised price already includes the booking fee. No separate fee is taken from the top-up.

Using an existing voucher or moving a booking does not create another booking fee. If an eligible cash-paid booking is cancelled, the full amount paid returns as account credit. A replacement purchase uses its

advertised, fee-inclusive price, with no extra fee for using the returned credit.

For a change-of-mind refund, the administration fee described below includes any booking fee retained. The booking fee is not deducted a second time. This does not reduce a refund required by law.

6. The full price lesson

A one-hour standard driving lesson is available for $150 including GST where applicable and the booking fee. It is valid for 36 months from purchase and is available as a separate product online or through the customer service team.

Discounted lessons and packages have their own prices and conditions. Their service type, quantity, price and expiry are shown before purchase. A discounted package does not extend the validity of an earlier purchase.

7. Vouchers and expiry

A service voucher pays for the service or services listed on your purchase record. For new purchases under these terms:

- Discounted lesson vouchers, lesson packages, test packages, assessments and courses are valid for 6 months from purchase.
- A product sold as a Full Logbook package is valid for 12 months from purchase. Other logbook lesson products follow the 6-month rule.
- The separate $150 full-price one-hour lesson is valid for 36 months from purchase.
- Purchased monetary gift certificates are valid for at least 36 months from purchase, or longer if stated.
- A genuinely free promotional lesson is valid for 1 month from issue, or longer if the offer states it.

The product description and purchase record show the expiry date. All voucher services must be completed by that date. Booking or moving a service does not extend the expiry. This applies to bookings made online and by staff. Contact the customer service team before expiry if you need help finding an appointment.

The shorter periods apply only where the product qualifies for an exception to the minimum expiry required by law. If a longer minimum period applies, that longer period applies to your purchase.

An expired service voucher does not automatically become account credit. It cannot be redeemed after its valid expiry unless the Company agrees to an extension or your consumer rights require another outcome. Existing purchases keep the conditions that applied when they were bought.

8. Account credit

Account credit is money held on your account, not a voucher for a particular service. It is valid for 3 years from the original payment date. If you cancel an individually paid lesson with the required notice, the full unused payment returns as account credit with that original expiry. Cancellation does not restart the 3 years.

A cancelled package booking returns the same voucher with its original expiry. If you buy a new package with account credit, its vouchers have the expiry shown when you buy it. Credit you do not spend keeps its own expiry.

If an inactive balance is cleared from the online account before its 3-year expiry, the money is still available until that expiry. Contact the customer service team and it will restore valid credit without a fee. Clearing a balance from the screen does not cancel your entitlement or shorten its life.

9. Purchases made before these terms

Purchases made before these terms keep their original price, service entitlement and valid expiry. The new terms do not shorten an existing expiry or add a booking fee to a voucher already purchased.

If you have unused vouchers bought more than 12 months ago, you may exchange them for account credit through the customer service team. The credit equals the amount originally paid for the unused services. For example, two unused lessons bought for $85 each become $170 of credit. No refund administration fee or extra booking fee is deducted for the conversion.

Converted credit can be used to buy lessons or packages at the prices offered at the time of the new purchase. It is valid until the later of 3 years from the original payment or the voucher's existing valid expiry. Conversion does not revive a voucher that has already validly expired. Before converting, the team will explain the amount and expiry and ask you to agree. If you do not agree, your original voucher conditions remain in place.

If the Company cannot supply a service on the terms you purchased, you may choose a refund for the undelivered service or credit towards another purchase. You do not have to accept credit instead of a refund. These options do not limit your consumer rights.

10. Transfers and gifts

You may transfer an unused purchased service voucher to a family member or friend through the customer service team. The recipient must be eligible for the service and within the service area. The original expiry, service entitlement and purchase conditions stay the same.

A transfer does not extend the expiry or create a cash refund entitlement. Free promotional lessons cannot be transferred or exchanged for cash unless the promotion expressly allows it. Contact the team before making a gift if you are unsure which product is suitable.

11. Change of mind refunds

You may request a change-of-mind refund for unexpired, unused paid services or account credit. Free promotional value and services already used or properly forfeited are not refundable under this policy.

For a partially used package, the refund is the original amount paid, less the full single-service price for completed services and the administration fee below. For standard driving tuition, the full price is $150 per service hour. Other services use the equivalent full single-service price disclosed when the package was bought. A properly forfeited service is counted at its original share of the package price, not repriced again.

The administration fee is $20 for the first unused service or voucher refunded, plus $10 for each additional one. A refund of money held as account credit has one $20 administration fee. A partial refund of a service or voucher counts as one item. These fees include any booking fee retained; no separate booking-fee deduction or 20% deduction applies.

Examples for a ten-lesson package bought for $930, with one hour per lesson:

- If none have been used, the administration fee is $110 and the refund is $820.
- If four have been completed and six remain unused, the completed lessons are valued at $600. The administration fee for the six unused lessons is $70, leaving a refund of $260.
- If the deductions exceed the remaining amount, the refund is zero. Requesting a refund does not create an extra debt. For example, refunding a $15 account-credit balance results in no payment, but no additional charge.

This calculation applies only to a voluntary change-of-mind refund. It does not apply where the law requires a refund or the Company cannot supply the purchased service on the agreed terms. In those cases, the

relevant refund is made without this administration fee or retrospective repricing.

Refunds go to the original payer and payment method where possible. If an organisation paid, the refund belongs to that organisation. The team will provide the calculation and aims to process an agreed refund within 7 business days. Your payment provider may take additional time.

12. When the service cannot be supplied or there is a problem

The voluntary refund deduction does not apply to refunds required by law or to undelivered services the Company cannot provide on the agreed terms. The Company will assess the service provided and offer the remedy required in the circumstances. A statutory refund will not be reduced by describing part of the price as a non-refundable booking or platform fee.

Raise a service concern with the customer service team so the Company and instructor can respond. You do not have to give up your consumer rights or accept a replacement lesson where the law gives you a right to a refund.

13. Other payment providers

The advertised price is the amount charged by the Company, including the booking fee. The Company does not add a card surcharge or an Afterpay surcharge.

If you choose a third-party payment provider, its separate agreement with you also applies. Any fee charged directly by that provider is handled under its terms and your legal rights. The Company does not refund a fee it did not collect, but this does not remove any right you have against the Company or the provider.

Refunds for purchases made through a payment provider are processed through that provider where required so it can adjust your payment plan or account. The Company will not retain a fee that must be returned by law.

14. Changes and account closure

The Company may change products or withdraw them from future sale. Changes to these terms apply to new purchases from the stated effective date. They do not retrospectively reduce an existing paid entitlement. A later version will have a new version number and effective date.

The Company may restrict or close an account for fraud, serious misuse, unlawful conduct or a serious safety risk. Where practicable, it will explain the reason and give you an opportunity to respond. Closing an account does not remove a lawful refund entitlement or the Company's responsibility for paid services.

The Company will take reasonable steps to reduce disruption caused by events outside its control and contact affected customers. If it cannot supply an agreed service, the remedies described above still apply.

15. Contact and applicable law

Contact Metro Driving School on 1300 421 242 or at info@metrodriving.com.au. The website is https://metrodriving.com.au. The privacy policy is at https://metrodriving.com.au/Privacy.

Australian law and the applicable laws of the state or territory where the service is supplied apply. Nothing in these terms prevents you from contacting a consumer agency, seeking independent advice or exercising rights available in your state or territory.