



**FIRE-N-ICE** DRIVING ACADEMY

firenicedrivingacademy.ca  
587.727.1152

# **FNIDA Course Fees and Policies**

**Revision 1**

**Mike Brennan**

**03/26/2026**

This document covers Fire N Ice Driving Academy's Course Fees and Policies. Fire N Ice Driving Academy (FNIDA) reserves the right to adjust or amend course pricing or policies as required. This document is considered a 'live' document, and may be updated at any time.

This document serves as an overview of FNIDA's operations and is meant for general public release.



## Table of Contents

<b>Courses and Fees</b> .....	5
a) <b>Province of Alberta Class 5 GDL Driver Education – Insurance Reduction Approved</b> .....	5
b) <b>Class 5 GDL Driver Education with Vehicle Familiarization Bundle</b> .....	6
c) <b>Books (hard copy available on request only)</b> .....	6
d) <b>Introduction to Driving for New Drivers</b> .....	6
e) <b>Introduction to Driving for New Drivers with Vehicle Familiarization Bundle</b> .....	7
f) <b>Vehicle Familiarization</b> .....	7
g) <b>Hourly Driving Instruction (for students wanting additional driving time)</b> .....	8
h) <b>Road Test Preparation (1.5 hours of driving time only)</b> .....	8
<b>COMPANY and MANAGEMENT HEALTH &amp; SAFETY COMMITMENT</b> .....	9
<b>EMERGENCY CONTACT NUMBERS</b> .....	10
<b>Emergency Phone Numbers</b> .....	11
<b>Help Line Phone Numbers</b> .....	11
<b>What we offer</b> .....	12
a) <b>Province of Alberta Class 5 Driver Education – Insurance Reduction Approved</b> .....	12
b) <b>Introduction to Driving for New Drivers</b> .....	12
c) <b>Courses operated by Fire N Ice Driving Academy are offered in English only</b> .....	12
d) <b>Vehicle Familiarization</b> .....	12
e) <b>Class 5 Road Test Preparation</b> .....	12
f) <b>Hourly Instruction</b> .....	13
<b>Fire N Ice Driving Academy Policies</b> .....	13
a) <b>Drug and Alcohol Policy</b> .....	13
b) <b>Verbal, Physical, Sexual, or Racial Abuse/Harassment will not be tolerated</b> .....	13
c) <b>Sexual Harassment</b> .....	14
d) <b>Dress Code</b> .....	14
e) <b>Cell Phone, Headphones and Ear Bud Usage Policy</b> .....	15
f) <b>Cameras and Microphones</b> .....	15
g) <b>Smoking/Vaping</b> .....	15
h) <b>Breaks</b> .....	15
i) <b>Food and Beverages</b> .....	16



# FIRE-N-ICE DRIVING ACADEMY

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j) Allergy Alert .....	16
k) Perfumes and Colognes .....	16
l) Videos, Recordings & Photos .....	16
m) Your Profile and Documents .....	16
n) Privacy Policy .....	17
I. Who sees your information .....	17
II. How long we keep it .....	17
<b>Course Requirements .....</b>	<b>17</b>
a) What you should expect from Fire N Ice Driving Academy personnel .....	17
b) Booking Tips .....	18
I. Coordinate with school or work times .....	18
II. Book both day and night driving times .....	18
III. Do not book times with friends .....	18
c) Fire N Ice Driving Academy offers flexible options to students .....	18
I. Choose available booking dates .....	18
d) Cancellation Policy .....	18
e) Cancellation/Rebooking Options .....	19
f) Rebooking .....	20
g) No Shows .....	20
h) Medical Conditions / Prescriptions .....	20
i) Vision .....	20
<b>Payment Methods .....</b>	<b>21</b>
a) Credit or Debit Card .....	21
I. Payment process .....	21
b) Interac e-transfer .....	21
I. Payment process .....	21
<b>Outside of Our Control .....</b>	<b>24</b>
a) Weather and road conditions .....	24
b) In person classroom size .....	24
c) Staffing issues (sick drivers).....	24
<b>Student Course Application .....</b>	<b>25</b>



# FIRE-N-ICE DRIVING ACADEMY

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587.727.1152

Authorization of Legal Guardian/Parent .....27



## Courses and Fees

***A major expense for any driving school is the cost of fuel. Fire N Ice Driving Academy reserves the right to add an additional fuel surcharge to any course due to sudden increases in cost of fuel. Any additional charges will be discussed with the student/parent/guardian before in person instruction begins.***

Fire N Ice Driving Academy courses are available online - self learning, or in person in a classroom or vehicle setting (subject to availability). Hard copies of course material are available by request only – additional costs may apply.

Fire N Ice Driving Academy does not supply food or beverages for in person courses. Make sure you bring what you need for the day. When bringing food, please make sure to avoid foods that contain peanuts. Avoid the use of strong perfumes, colognes, and deodorants.

**All online courses are nonrefundable. Courses must be completed within 90 days of Fire N Ice Driving Academy receiving payment.** For additional options see Fire N Ice Driving Academy policies.

**Fire N Ice Driving Academy offers a savings if course payment is made by Interac e-transfer.** The savings amounts to approximately the 3 percent processing fee of the credit or debit card payment processing system of Thinkific. We pass this savings to potential students as an incentive to use Interac e-transfers.

Students paying by e-transfer will receive a one-time coupon code which effectively bypasses the standard card payment checkout process. The student enrolls and accesses their courses in the usual manner.

**Fire N Ice Driving Academy offers monthly payment options. Please contact Fire N Ice Driving Academy by phone at 587.727.1152, or by email at [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca) for details.**

### Courses:

#### a) Province of Alberta Class 5 GDL Driver Education – **Insurance Reduction Approved**

- Province of Alberta standards
- 15 hours (online learning - self learning, or in person classroom learning instructor lead – limited availability)
- 10 hours of in person driving – minimum Class 5 provincial requirement

Credit or Debit Card Purchase	\$924.00 plus GST	
E-transfer Purchase	\$896.28 plus GST	You save over \$25



## b) Class 5 GDL Driver Education with Vehicle Familiarization Bundle

This bundle includes both the Class 5 – GDL Driver Education and our Vehicle Familiarization courses. Fire N Ice Driving Academy has designed the Vehicle Familiarization course to educate new and novice drivers about basic vehicle care. This includes:

- How to check and identify the different fluids your vehicle requires to operate, their location, and their purpose.
- How to properly use jumper cables (booster cables).
- How to change a tire.
- How to use a squeegee.
- How to use a gas pump and what the differences are in fuel types, EV charging station.
- How to read and understand the information on your tire, how to understand what your tire pressure should be in the summer/winter. Where to find that information.
- See Vehicle Familiarization course for details.

<b>Credit or Debit Card Purchase</b>	<b>\$1084.95 plus GST</b>	
<b>E-transfer Purchase</b>	<b>\$1052.40 plus GST</b>	<b>You save over \$30</b>

## c) Books (hard copy available on request only)

<b>Credit or Debit Card Purchase</b>	<b>\$44.95 plus GST</b>	
<b>E-transfer Purchase</b>	<b>\$43.40 plus GST</b>	<b>You save over \$1</b>

## d) Introduction to Driving for New Drivers

This course is designed to introduce drivers with little to no prior driving experience to driving. We use our graduated driver teaching approach to ensure that students first master basic driving and control concepts in low speed, low traffic conditions first, BEFORE venturing out into higher speed and traffic.

We want you to gain a solid foundation of skills first in a parking lot, and when your ready, we will move you gradually into residential, intermediate and finally onto highway speed and traffic conditions.

This program includes 18 hours of in person driving instruction.

Each student requires a valid Class 5 Alberta driving licence to enroll in this course.

<b>Credit or Debit Card Purchase</b>	<b>\$1995.95 plus GST</b>	
<b>E-transfer Purchase</b>	<b>\$1936.07 plus GST</b>	<b>You save over \$55</b>



## e) Introduction to Driving for New Drivers with Vehicle Familiarization Bundle

This bundle includes both the Introduction to Driving for New Drivers and our Vehicle Familiarization courses. Fire N Ice Driving Academy has designed the Vehicle Familiarization course to educate new and novice drivers about basic vehicle care. This includes:

- How to check and identify the different fluids your vehicle requires to operate, their location, and their purpose.
- How to properly use jumper cables (booster cables).
- How to change a tire.
- How to use a squeegee.
- How to use a gas pump and what the differences are in fuel types, EV charging station.
- How to read and understand the information on your tire, how to understand what your tire pressure should be in the summer/winter. Where to find that information.
- See Vehicle Familiarization course for details.

<b>Credit or Debit Card Purchase</b>	<b>\$2059.95 plus GST</b>	
<b>E-transfer Purchase</b>	<b>\$1998.15 plus GST</b>	<b>You save over \$60</b>

## f) Vehicle Familiarization

Our Vehicle Familiarization course is designed to give new and novice drivers basic vehicle maintenance skills and knowledge. This course is designed to be completed online and in-person. The in-person session is lead by our Licenced Technician. The in-person session is designed to ensure students understand our on-line course, and are given the opportunity to apply their knowledge and skills.

The Vehicle Familiarization course introduces students to the following:

- How to identify the different fluids and their locations
- Understanding how much fluid you should put in each fluid container and why.
- How to use Jumper (booster) cables.
- How to change a flat tire.
- How to use a gas pump at a gas station.
- How to use an EV station.
- How to use a squeegee to clean your vehicles windows.
- Where to find tire pressure information.

<b>Credit or Debit Card Purchase</b>	<b>\$199.95 plus GST</b>	
<b>E-transfer Purchase</b>	<b>\$193.95 plus GST</b>	<b>You save \$6</b>



**g) Hourly Driving Instruction (for students wanting additional driving time)**

At Fire N Ice Driving Academy, we realize that some students need a little extra time mastering certain aspects of driving. This could include parallel parking, driving in high traffic conditions or winter driving. Fire N Ice Driving Academy is pleased to offer driving instruction in one-hour increments.

Credit or Debit Card Purchase	\$95.95 plus GST	
E-transfer Purchase	\$92.95 plus GST	You save over \$3

**h) Road Test Preparation (1.5 hours of driving time only)**

At Fire N Ice Driving Academy, we realize that some students need a little extra time preparing for their Class 5 road test. Fire N Ice Driving Academy is pleased to offer a 1.5 hour driving instruction which will focus on student preparation for their Class 5 road test.

Credit or Debit Card Purchase	\$143.95 plus GST	
E-transfer Purchase	\$138.95 plus GST	You save \$5

**Please Note:**

All students require a valid Class 5 or 7 Alberta drivers licence to enroll in our driving courses, except for our Vehicle Familiarization course. Students under the age of 18 require a parent or legal guardian's signature.

Use our authorization forms at the end of this document.



Students are expected to review and be familiar with Fire N Ice Driving Academy policies. If you have any questions, contact Fire N Ice Driving Academy by phone at 587.727.1152, or by email at [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca)

## **COMPANY and MANAGEMENT HEALTH & SAFETY COMMITMENT**

### **PHILOSOPHY**

Fire N Ice Driving Academy is committed to the creation, continuous support and implementation of a Health and Safety program that protects our student's, employees, contractors, and visitors. This program outlines our process of the prevention of workplace injuries and illnesses as well as the promotion and maintenance of the physical, psychological and social well-being of our students, employees, contractors and visitors. Management will provide all mechanical and physical facilities required for a person's safety and health in keeping with the current legislative standards. Our commitment to safety is in accordance with the standards outlined in Alberta Occupational Health and Safety legislation.

### **OBJECTIVE**

Our objective is to prevent injuries and property damage in all areas and operations. This will be achieved by creating an environment in which health and safety is implemented within everyday operations. All students, employees, contractors and visitors are responsible and accountable for health and safety performance and will provide leadership for the health and safety inspection and practices to control health and safety program. The program consists of ongoing health and safety inspection; practices to control health hazards; relevant training/orientation/retraining for all employees; provision of equipment and the instruction for its use and care; implementation of best practices; and the thorough investigation of every incident or near miss incident to implement corrective measures for the future.

### **RESPONSIBILITIES**

The active participation of management, instructors, contractors, students and visitors must be implemented at all active workplaces. Fire N Ice Driving Academy employees and contractors will ensure all personal have the appropriate training required to complete the task asked of them. Management will set an example and provide leadership in health and safety, adhering to health and safety policies and procedures, ensuring proper equipment and training is provided and adequate resources are available to assist employees in performing their job requirements safely. Management and Instructors are responsible for promoting the proper attitudes toward safety.

All contractors shall meet Fire N Ice Driving Academy Health and Safety requirements as well as all WCB and OH & S applicable acts, regulations and codes.

Fire N Ice Driving Academy's goal is to be a health and injury free workplace for all students, employees, contractors and visitors.



## EMERGENCY CONTACT NUMBERS

At Fire N Ice Driving Academy, we understand driving is a big part of our day to day lives. Sometimes driving could also be the biggest stressor of our lives a well.

We tend to place pressure on ourselves, while other times we feel pressure from family members, work or sometimes a combination of both. If we do not learn to talk to someone about our thoughts and feelings, these pressures can prevent us from focusing on driving. Most of us have a tendency of comparing our lives with those around us, the worst part is we forget to separate reality from those that are telling stories, while others not realistic or unattainable. Others are impacted by financial pressures, alcohol, drugs, peer pressure, life goals, life expectations, family and friend comparisons, technology, or keeping up with the Jones's. These are just to name a few, but there are many more.

To help students and the ones they care about Fire N Ice Driving Academy is offering students a list of **HELP LINE** phone numbers. The list of phone numbers is not only for adults; mental health and life effects all of us.



## Emergency Phone Numbers

- POLICE/FIRE/EMS (AMBULANCE): ..... **9-1-1**
- POISON CONTROL: ..... ALBERTA – 1-800-332-1414
- WATER UTILITY: .....
- ELECTRICAL UTILITY: .....
- GAS UTILITY: .....
- CABLE UTILITY: .....
- OCCUPATIONAL HEALTH & SAFETY: ..... 1-866-415-8690

## Help Line Phone Numbers

- HEALTH LINK (24/7) ..... 811
- ROAD REPORT ALBERTA (24/7) ..... 511
- ADDICTION SERVICES HELPLINE (24 HOURS) ..... 1-866-332-2322
- ALBERTA QUILTS HELPLINE (8 am – 8pm) ..... 1-866-710-7848
- ANIMAL POISON CONTROL CENTRE (24/7) ..... 1-855-764-7661
- BULLYING HELPLINE (24 HOURS) ..... 1-888-456-2323
- CHILD ABUSE HOTLINE (24 HOURS) ..... 1-800-387-5437
- DEMENTIA ADVISE (24 HOURS) ..... 811
- FAMILY VIOLENCE INFO LINE (24 HOURS) ..... 403-310-1818
- INCOME SUPPORT CONTACT CENTRE (24 HOURS) ..... 1-866-644-5135
- KIDS HELP PHONE (24 HOURS) ..... 1-800-668-6868
- MEDICATION & HERBAL PREPARATION ADVICE LINE (5pm – 9am) ..... 1-800-332-1414
- MENTAL HEALTH HELPLINE (24 HOURS) ..... 1-877-303-2642
- PHARMACIST EMERGENCY (24 HOURS) ..... 811
- POISON & DRUG INFORMATION SERVICES (24 HOURS) ..... 1-800-332-1414
- WORKER'S COMPENSATION BOARD ..... **CALGARY** 403-517-6000
- ..... **EDMONTON** 780-498-3999
- ..... **TOLL FREE** 1-866-922-9221



Fire N Ice Driving Academy prides itself on delivering an experience like no other. Students are given the opportunity to tailor their driving course to meet their lifestyle. To assist students with a work life balance, Fire N Ice Driving Academy has customized its curriculums to give our students the ability to tailor their course online, in person, or a combination of both online and in person. Some courses require students to attend in person so our instructors can properly assess your skills.

## What we offer

### a) Province of Alberta Class 5 Driver Education – Insurance Reduction Approved

The Class 5 and Class 7 Driver Education content are offered both online and in person. Both class contents meet the Province of Alberta’s guidelines. Students can take online courses via instructor lead, or online self-motivated at your own pace.

### b) Introduction to Driving for New Drivers

At Fire N Ice Driving Academy, we recognize some students do not have the means to learn how to drive. To accommodate these students Fire N Ice Driving Academy has created a unique driving course for students to help overcome these road blocks. Our **Introduction to Driving for New Drivers** course is exactly what it says. This course is designed to introduce and familiarize students to vehicles, the manufacturer options, and the Traffic Safety Act. To assist students with basic knowledge and maintenance of a vehicle, students enrolled in Fire N Ice Driving Academy’s **Introduction to Driving for New Drivers** will also be enrolled in Fire N Ice Driving Academy’s **Vehicle Familiarization** course. These two courses combined will teach students how to operate and maintain a vehicle safely.

What is included:

Course includes the Province of Alberta Class 5 Driver Education content as a guide.

- Fire N Ice’s Vehicle Familiarization course is included.
- Students will complete 18 hours of driving time.
- Students will be required to complete the Province of Alberta’s Class 5 Driver Education online content, but with no exam (15 hours of online learning).

### c) Courses operated by Fire N Ice Driving Academy are offered in English only

All instruction (in person and online) at Fire N Ice Driving Academy will be offered in English only.

### d) Vehicle Familiarization

Fire N Ice Driving Academy has designed a program that teaches our students about basic vehicle maintenance and care. This **Vehicle Familiarization** course is designed for new, inexperienced and seasoned drivers. A portion of this course is designed to be completed online at your own pace, while the second portion this course is designed for you to attend a 4 hour in person hands on training session overseen by Fire N Ice Driving Academy’s Licenced Technician.

### e) Class 5 Road Test Preparation

This 1.5 hour in person session focuses the student in preparing for their Class 5 road test. This provides the student with a little extra practice on areas before their test.



## f) Hourly Instruction

We offer hourly in person driving instruction and focus where students need a little more practice.

## Fire N Ice Driving Academy Policies

### a) Drug and Alcohol Policy

Fire N Ice Driving Academy has a zero-tolerance policy regarding the use of or being under the influence of drugs or alcohol during any training session. This policy applies to all students and instructors. **NO EXCEPTIONS. Criminal Code section 320.14(1)(a) states that it is an offence to operate a motor vehicle while your ability to do so is impaired to any degree by alcohol or by a combination of alcohol and drug.**

This includes prescription medication prescribed by a physician that may alter or inhibit your ability to drive. To reduce the risk of injury to other students, instructors, and the public Fire N Ice Driving Academy will allow students affected by prescription medication to rebook their driving dates and class times at no cost or penalty. No student or instructor can consume drugs or alcohol a minimum of 8 hours before a scheduled training session. Students suspected of consuming drugs or alcohol within the 8-hour buffer, agree to forfeit their scheduled driving time until they can safely and legally resume their session. This applies to all courses operated by Fire N Ice Driving Academy. Once a course is forfeited by a student due to the use of alcohol or drugs the student may rebook a new session for another day and time for an additional fee. The cost of rebooking a driving session is \$65.00/hr plus GST. This cost is above the original fees charged. Fire N Ice Driving Academy will not certify any student that has not fulfilled the course requirements in full. Instructors suspected of consuming alcohol or drugs within the 8-hour buffer will not be allowed to continue or perform their duties until further notice. Instructors who breach this policy are subject to an investigation. The investigation will determine if the instructor will be suspended, undergo additional training or terminated.

Fire N Ice Driving Academy does not do Roadside Sobriety tests, nor do we utilize the services of a third party to confirm whether a student or instructor is under the influence of alcohol or drugs. If an instructor suspects a student may be under the influence of drugs or alcohol, the instructor will question the student before operating any vehicle owned or operated by Fire N Ice Driving Academy. The instructor denying the student must perform an assessment, the assessment must be performed by 2 instructors independently. If a second instructor is not available, the original instructor denying the student the opportunity to continue their session must document what actions the student is exhibiting. This includes the students name, address, phone number, email address, names of witnesses, date and time of the occurrence, location of occurrence and what actions the student is exhibiting (eyes, speech, stumbling, etc.). The incident must be forwarded to Fire N Ice Driving Academy management immediately upon completing the assessment.

### b) Verbal, Physical, Sexual, or Racial Abuse/Harassment will not be tolerated

Fire N Ice Driving Academy does not condone any verbal, physical, or sexual abuse, racially directed harassment or malicious discriminatory behaviour of any kind from instructors,



students, observers, family members, or friends. Complaints will be investigated by Fire N Ice Driving Academy. Students found in breach of this policy can be removed from a course pending the outcome of the investigation. If the student is found to be negligent, the student agrees to forfeit the remainder of any sessions, including any balances retained by Fire N Ice Driving Academy.

If an instructor is found to be negligent, the instructor will be reprimanded. This may include retraining, suspension or termination pending the outcome of the investigation. If a parent, family member, observer, or friend is found negligent, they will be removed from Fire N Ice Driving Academy's property, or any location Fire N Ice Driving Academy is conducting business. These individuals will not be permitted to return to or allowed on any premises where Fire N Ice Driving Academy is conducting business for the duration of the student's training.

### c) Sexual Harassment

Fire N Ice Driving Academy has a Zero Tolerance policy regarding Sexual Harassment. Sexual Harassment is defined as any unwelcome and/or inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. This includes any unwanted comment(s), gestures or action that are sexual in nature. This act may be verbal or physical. Fire N Ice Driving Academy's base of operation includes any facility Fire N Ice Driving Academy conducts business. This includes all vehicles owned and operated by Fire N Ice Driving Academy.

Sexual Harassment includes pinching, patting, rubbing, leering, "dirty" jokes, pictures or pornographic material, comments, suggestions, innuendos, requests or demands of a sexual nature or inappropriate touching.

### d) Dress Code

Clothing must not display inappropriate or offensive language or slogans. Messages that display or promote discrimination, hatred or violence, profanity or obscene gestures will not be permitted in any Fire N Ice Driving Academy vehicle, nor will they be allowed in any in-person instructed courses operated by Fire N Ice Driving Academy. Instructors may determine which articles of clothing are acceptable or not. Below is a list of appropriate style shirt tops. No bikini tops. vehicle, nor will they be allowed in any in-person instructed courses operated by Fire N Ice Driving Academy. Instructors may determine which articles of clothing are acceptable or not. Below is a list of appropriate style shirt tops. No bikini tops.





Pants, shorts, or skirts are required. Students wearing skirts, all skirts must be knee length. Students choosing to wear skirts shorter than knee length will be given the opportunity to change or cover up with some other clothing. Student's refusing to comply will be denied that session and will have to rebook. Fees will apply, see rebooking policy for details.

Students must wear suitable footwear during all training sessions. No flip flops, slides or bare feet. Students are encouraged to wear runners, or shoes that are secured to your feet that do not slide off or fall off easily. This can be a hazard when driving. Instructors can ask students to change their foot attire if they feel the foot attire is unsafe for the driving session.

#### e) **Cell Phone, Headphones and Ear Bud Usage Policy**

Students and instructors are prohibited from using any electronic device during all training sessions, this includes in person classroom sessions. The only exception is if you are on a break and not in a vehicle owned and operated by Fire N Ice Driving Academy. This includes hands-free phones, ear buds and headphones. **NO EXCEPTIONS.** If an investigation is required and a student is found to be negligent, the student agrees to forfeit the remainder of their training sessions, including the balance of any payments made to Fire N Ice Driving Academy. If the instructor is found to be in breach of this policy, the instructor will be suspended, retrained or terminated pending the outcome of an investigation.

#### f) **Cameras and Microphones**

All vehicles owned and operated by Fire N Ice Driving Academy are fitted with cameras and microphones. The cameras and microphones are designed to record events in real time. These cameras and microphones are to be used for training purposes and to ensure the safety of our instructors and students. In the event of a complaint, Fire N Ice Driving Academy will utilize the data gathered on the cameras and microphones to assist in conducting our investigation.

Fire N Ice Driving Academy does not share information gathered on the cameras or microphones with any party not associated with Fire N Ice Driving Academy.

#### g) **Smoking/Vaping**

Fire N Ice Driving Academy does not permit instructors or students to smoke or vape in any vehicle owned or operated by Fire N Ice Driving Academy. **NO EXCEPTIONS.** If you are attending an in-person training session, the instructor will notify students where the designated area for smoking and vaping is permitted.

#### h) **Breaks**

Fire N Ice Driving Academy provides breaks to all its students and instructors as follows: **Note: instructors may give additional breaks as they deem necessary. Please note instructors must complete a specified number of hours for a student to qualify for a course completion.**

- I. Courses that are 2 hours long, you get 1 - 15-minute break.
- II. Courses that are 4 hours long, you get 1 – 30-minute break.



- III. Courses that are 6 hours long, you get 1 – 15-minute break, and one 30-minute break.
- IV. Courses that are 8 hours long, you get 2 – 15-minute breaks, and a one-hour lunch break.
- V. Students, observers, and instructors may use this time to smoke or vape outside Fire N Ice's training vehicles if required or in designated areas only if attending an in-class session.

## i) Food and Beverages

Fire N Ice Driving Academy does not permit any food in any vehicle owned and operated by Fire N Ice Driving Academy unless required for medical reasons. Beverages are permitted, but they must fit into the cup holders provided. Students and instructors cannot place any drinks between their legs at any time in any vehicle owned and operated by Fire N Ice Driving Academy.

If you are attending an in-person course in a classroom setting you can only eat and drink food if the instructor authorizes it. **No peanuts.** Due to the sensitivity of some students to certain products, your instructor may request that you do not bring out your food due to allergies. For in-class sessions Fire N Ice Driving Academy will ask students in advance about food allergies.

## j) Allergy Alert

Fire N Ice Driving Academy instructors will ask students to keep foods in their containers or packaging due to food allergies. At Fire N Ice Driving Academy, we encourage all our students to be respectful and considerate of other student's allergies.

## k) Perfumes and Colognes

Fire N Ice Driving Academy requests students and instructors **DO NOT** wear perfumes or cologne while attending an in-person classroom session or driving session. Some students or instructors may be allergic to certain chemicals used in the production of perfumes and colognes.

## l) Videos, Recordings & Photos

Fire N Ice Driving Academy does not condone the use of recording devices during any driver training sessions or in-class sessions. Instructors are prohibited from videotaping or recording any student during their driving or classroom session. **NO EXCEPTIONS.**

## m) Your Profile and Documents

Students will have access to their portfolios online for one year from the date the student completes their training course(s). Students that require access to the portal after one year must contact Fire N Ice Driving Academy in writing requesting specific documents or additional access. When submitting a request, students must include full legal name, address on file, phone number, email address, student ID number and what documents they are requesting access to.

At Fire N Ice Driving Academy, we refer to our documents as "Live" documents. This means documents may change as legislation changes, new or amended procedures are added or



modified. Fire N Ice Driving Academy will notify all students of these changes by email. Students are encouraged to ensure the information in their profile is current and accurate. Students can download or print the Class 5 – 7 Driver Education content, certificates, the Traffic Safety Act (TSA), Fire N Ice Driving Academy course content and be able to view what courses they have taken including their scores.

## n) Privacy Policy

At Fire N Ice Driving Academy, we are focused on keeping your information safe and secure. Here is how we do it:

### I. Who sees your information

Any student information collected at Fire N Ice Driving Academy will only be shared between Fire N Ice Driving Academy and the Province of Alberta Transportation and Economic Corridor when requested by Alberta Transportation.

Fire N Ice Driving Academy will NEVER share any student information with another third party unless authorized to do so by the student and/or their legal guardian.

### II. How long we keep it

Fire N Ice Driving Academy keeps student course, password and grade records for a minimum of 24 months after student course enrollment. Student course, password and grade data may be deleted after this 24-month period expires.

## Course Requirements

To receive passing grade students must achieve a minimum score of 80%. Students unable to achieve the 80% grade will be given the opportunity to rewrite the test.

Students can challenge the results of a test by submitting a written request to Fire N Ice Driving Academy management with the following information: students first and last name, contact information, instructors name, student ID, date of the test, and explain why he/she is challenging the test results. Curriculums outlined by the Province of Alberta cannot be challenged as this is a separate test that does not fall under the jurisdiction of Fire N Ice Driving Academy. Fire N Ice Driving Academy only executes the requirements.

### a) What you should expect from Fire N Ice Driving Academy personnel

At Fire N Ice Driving Academy, our employees and contractors are expected to be professional at all times. Before you start your driving session, the instructor will conduct an overview of some of our policies and procedures. One question will be about feedback and how you wish to receive it. Some students prefer instructors to comment on issues as they occur; others prefer to wait until the end of the session. At Fire N Ice Driving Academy, we believe it is important for students and instructors to have an open and honest relationship. If you are not comfortable with these options, please notify Fire N Ice Driving Academy management in advance. You can forward your concern by email to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca).



Students will start their driving session at a designated location to be determined by Fire N Ice Driving Academy. This procedure is designed to ensure every student can familiarize themselves with our vehicle before driving on a highway. This includes the brake and gas pedal, steering wheel, location of signal and wiper blade controls, gear shift, engine starter button or keys as well as inspection and testing of lights or signals. Once the instructor is satisfied with the students' performance, the instructor will direct the student to proceed onto public roads.

## b) Booking Tips

### I. Coordinate with school or work times

Students attending school or work should try to book their driving classes before or after the start of school or work. It's a great way to get a ride to or from school or work.

### II. Book both day and night driving times

Perception and Observation is affected by time of day, at night particularly.

### III. Do not book times with friends

Remove unnecessary stress by not inviting friends or family members.

## c) Fire N Ice Driving Academy offers flexible options to students

When enrolling for a driving course, we allow our students to:

### I. Choose available booking dates

Driving times are based on each instructor's availability. Some instructors may have limited availability. If an instructor's availability does not meet your needs, contact Fire N Ice Driving Academy at [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca). Fire N Ice Driving Academy can help customize a schedule for you using the information you provide. If you choose to use this service, include your first and last name, home address, email address, phone number, availability as well as preferred times and dates. We will then send you a schedule for your approval.

Booking times are based on one-hour time slots. We at Fire N Ice Driving Academy recommend that you book 2- or 3-hour driving times. This will allow Fire N Ice Driving Academy the opportunity to expose drivers to both rural and urban driving experiences which includes City driving on Stony Trail, Deerfoot Trail, downtown Calgary and more.

## d) Cancellation Policy

Cancellation requests must be in writing, and include the following:

- a. Student legal name
- b. Address including postal code
- c. Effective cancellation date
- d. Student, parent or guardian signature
- e. Course(s) enrolled in, dates and times
- f. Phone Number



- g. Email address
- h. Date created/sent
- i. Class 5 - 7 Number

Fire N Ice Driving Academy will not recognize a cancellation request until Fire N Ice Driving Academy receives the request by email. Please email your cancellation letter to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca).

## e) Cancellation/Rebooking Options

- I. Students, parents or guardians canceling a course **more than** 30 days before a course is scheduled to start will be refunded the full cost of the course(s), minus a 6% processing fee plus, a \$75.00 administrative fee. Refunds will be returned to the original form of payment. **No cash refunds.** Refunds can take up to 3 to 5 business days to show on your credit card from the day refunds are processed.
- II. Students, parents or a guardian canceling a course **within** 30 days of a scheduled course start date, the student, parent or guardian will be subject to a 25% hold back. Fire N Ice Driving Academy will refund the student, parent or guardian 75% of the original cost of the course. The refund will be returned to the original form of payment. No cash refunds. The 25% cancellation fee includes the 6% processing fee and the administration fee.
- III. Students, parents or guardians have the option to reschedule a course for another date within 365 days (1 year) of the original scheduled course date at no extra cost. Students will have up to 90 days (3 months) to confirm the new course date(s) and time(s). Booking date(s) are based on availability. You may only rebook one time only, if you wish to change the booking date after you have confirmed the booking, a fee of \$150.00 plus GST will be applied to the cost of the course.
- IV. If you cancel after making the second booking you will only receive a 50% of the original booking. Payment will be returned to the original form of payment. if you wish to book another course after a second cancellation you will have to pay the full cost of the new course. Allow 3 to 5 business days for a refund.
- V. Students, parents or guardians cancelling or reschedule a course within 15 days of a scheduled course date will be subject to a \$150.00 rescheduling fee. Fire N Ice Driving Academy will not guarantee you will get the days and times you want; all changes are subject to availability. Refunds will be subject to a 25% hold back. Fire N Ice Driving Academy will refund the student, parent or guardian 75% of the original cost of the course. The refund will be returned to the original form of payment. No cash refunds. The 25% cancellation fee includes the 6% processing fee and the administration fee.



Students, parents or guardians may challenge Fire N Ice Driving Academy refund decision in writing. If you choose to do so, include the student's name, address, course date, phone number, email address as well as your reason for the challenge. A representative from Fire N Ice Driving Academy will respond to your letter with a final decision within 3–5 business days. You can email your letter to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca).

## f) Rebooking

Students, parents or guardians looking to rebook a driving course must forward their request to Fire N Ice Driving Academy in writing by email to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca).

When submitting your request the following information must be included:

- a. Students Name, Student Address (include postal code)
- b. Student phone number
- c. Email address
- d. Course(s) booked, including dates and times – original
- e. New date(s) and times requested
- f. Preferred Instructor if rebooking a driving course
- g. Class 5 – 7 Number
- h. Student ID number

Once Fire N Ice Driving Academy receives your request, a representative from Fire N Ice Driving Academy will contact you in writing with a new schedule. New dates and times are based on availability and not guaranteed.

## g) No Shows

Student that cannot make a scheduled driving session and do not notify Fire N Ice Driving Academy 8 hours in advance of a scheduled driving session agree to pay Fire N Ice Driving Academy a \$150.00 No Show rebooking fee.

Fire N Ice Driving Academy will allow students who notify and make arrangements in advance will not be subject to the No Show rebooking fee.

## h) Medical Conditions / Prescriptions

During the registration process Fire N Ice Driving Academy will inquire about any medications you may be taking, if you are taking any medication that is prescribed or over the counter that can affect your ability to safely drive, please notify Fire N Ice Driving Academy prior to our scheduled driving course time to rebook. This will be done at no cost unless you fail to notify Fire N Ice Driving Academy prior to your scheduled driving time. they affect your ability to drive or if you have any medical conditions that we should be aware of. If a student fails to notify Fire N Ice Driving Academy in advance, students will be subject to a \$150.00 plus GST rebooking fee.

## i) Vision

Fire N Ice Driving Academy will confirm on registration if you have night vision issues that may affect your ability to drive.



## Payment Methods

Fire N Ice Driving Academy Inc. online and in person course instruction can be purchased by either traditional credit or debit card payment, or by Interac e-transfer from major financial institutions.

### a) Credit or Debit Card

Fire N Ice Driving Academy Inc. uses the Thinkific online course presentation system with the standard Thinkific payment processor for payment validation and processing. The basic Thinkific payment processor supports VISA and Mastercard.

#### I. Payment process

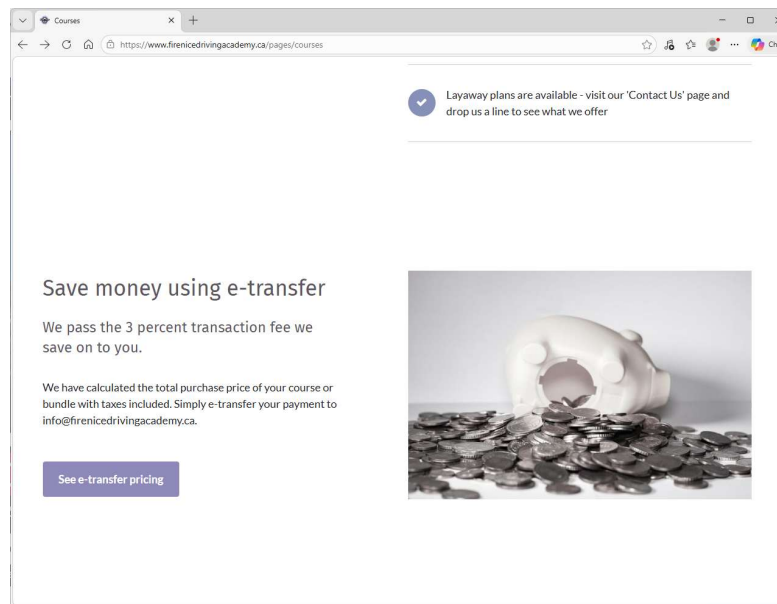
The online checkout and purchasing process with either a credit or debit card is straightforward. Payment (less fees and taxes) will be deposited within 5 business days.

### b) Interac e-transfer

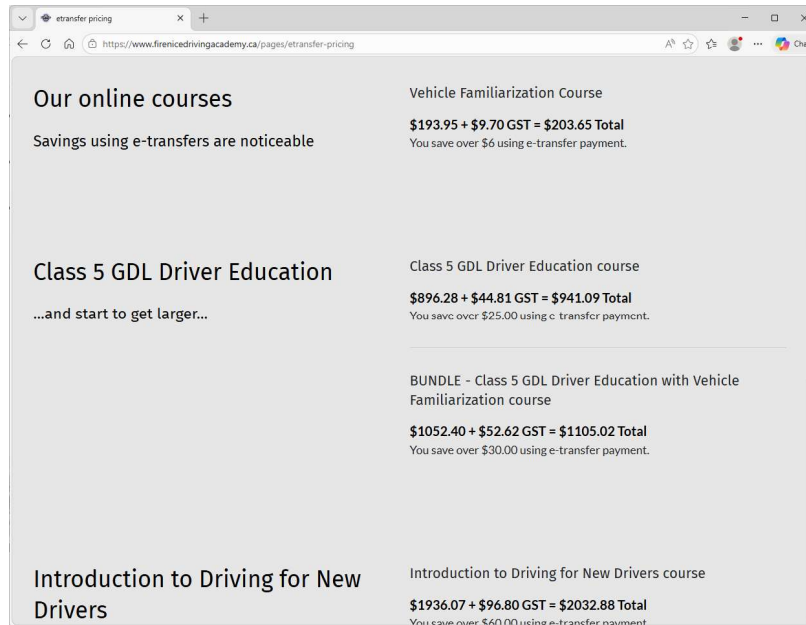
The Thinkific course hosting program does not directly support e-transfers. A workaround is shown below.

#### I. Payment process

In this example, a student (or parent) wishes to purchase the 'Class 5 – GDL Driver Education – Insurance Reduction Approved' course. On our 'Courses' page, we have added a 'See e-transfer pricing' button showing potential students and their parent/guardians how to save money on courses using e-transfer payments.



This jumps to a page showing the savings of card vs. e-transfer purchasing for each product.



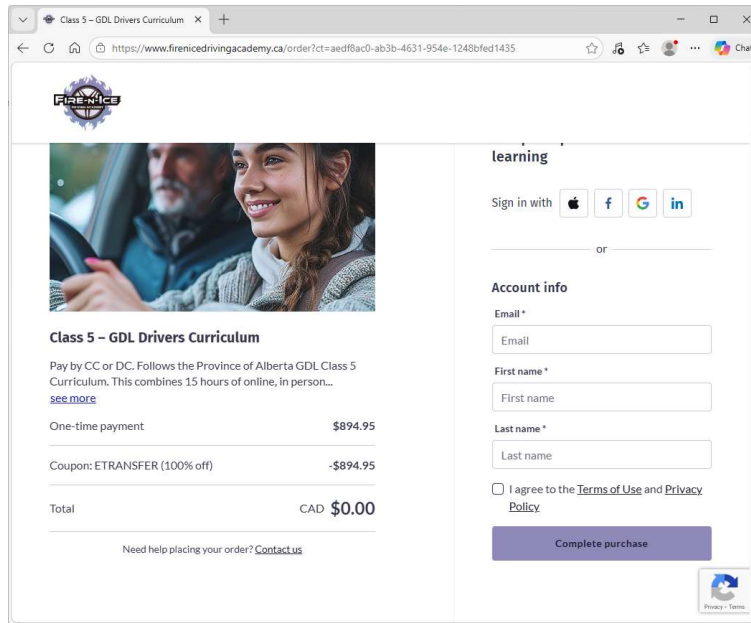
To purchase a course using e-transfer payments:

- Perform an e-transfer to **info@firenicedrivingacademy.ca** for the reduced course fee and applicable taxes (as shown as \$941.09 in this example).
- You will receive a confirmation email of the transfer.
- You will receive a product receipt and a one-time coupon code which will allow you to bypass the default credit debit card payment system. You will receive your code within 48 hours of purchase
- Use this coupon code when you check out your course. Your course will appear as FREE.

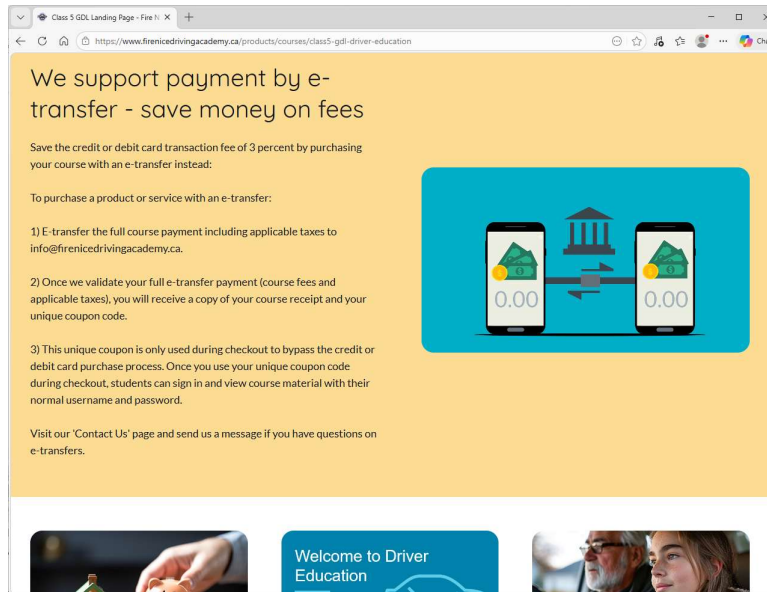


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- Once the checkout process is complete, the student can login and access their course content as normal.
- Some instruction on e-transfers has been added to each landing page of every offering.





## Outside of Our Control

At Fire N Ice Driving Academy, we know some things are simply out of our control.

### a) Weather and road conditions

At Fire N Ice Driving Academy, we are focused on the safety of our students, other drivers and our instructors. We reserve the right to reschedule student appointments if weather or road conditions warrant. If a cancellation occurs, the student will be contacted and their timeslot will be rescheduled for a later date.

If an in-person classroom session is cancelled due to weather or road conditions, the students will be contacted and the classroom session will be rescheduled for a later date.

Generally speaking, Fire N Ice Driving Academy will follow public school closure and school bus transportation guidelines when dealing with weather and road conditions.

### b) In person classroom size

Fire N Ice Driving Academy reserves the right to limit in person classroom size between a 12-student minimum with a 24-student maximum. Students who are enrolled in a class with a lower than the required minimum class size 48 hours before the class is scheduled to begin will be contacted and rescheduled to an available spot in an upcoming class.

Under some circumstances, Fire N Ice Driving Academy may operate classes outside of the required maximum or minimum number of students.

### c) Staffing issues (sick drivers)

At Fire N Ice Driving Academy, we know that if you are sick, you should be home and be focused on getting better. You should not be getting other people sick.

If one of our instructors is sick, the student will be contacted and their timeslot or classroom session will be rescheduled.



## Student Course Application

<b>Student ID:</b>		
Student Name (Legal name): _____ _____ _____		
(Last Name)	(First Name)	(Middle Name)
Home Address: _____ _____		
_____ City/Town	_____ Province	_____ Postal Code
<b>Contact Information:</b>		
Mailing Address if different than above: _____ _____		
_____ City/Town	_____ Province	_____ Postal Code
Parent 1 Phone Number:		Parent 2 Phone Number:
Email Address:		
Student Phone Number (optional):		
Licence Number:	Class:	Expiry Date (Year/M/D):
Date of Birth (Year/M/D):		
<b>Medical:</b>		
<b>Eyes</b> – Do you have any eye condition that may affect your ability to drive in the day time or night time? <b>Yes or No:</b>		
<b>If you said Yes to the above question, please explain:</b> _____ _____		
<b>Medication:</b>		



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Do you normally take any prescription drug, non prescription drug, or narcotic (legal or illegal) within 4 hours of your scheduled driving time that may affect your ability to drive?

**Yes or No:**

If you answered Yes to this above question, you will be assessed by your driving instructor to ensure you are able to safely operate a motor vehicle. Your instructor has the right to refuse you as a student at this time, and will give you the opportunity to reschedule you for another day and time.

**See our Policies and Terms for all options.**

**If you said Yes to the above question, please explain:**

**Courses:**

Class 5		Vehicle Familiarization		Introduction to Driving for New Drivers	
Class 5 – In Car Instructor lead		Vehicle Familiarization Online and in person		Introduction to Driving for New Drivers - only	
Class 5 - online (15 hours)				Vehicle Familiarization	
Class 5 – In person (15 hours)					

Print out these two pages and fill in the information. Email back to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca), or, use our QR codes and use your mobile phone:



Send by SMS



Send by email



## Authorization of Legal Guardian/Parent

We require authorization from the legal guardian or parent for students under 18 years old.

Print out the next two pages and have both the student and legal guardian or parent fill in the information and email back to [info@firenicedrivingacademy.ca](mailto:info@firenicedrivingacademy.ca), or, use our QR codes and use your mobile phone:



Send by SMS



Send by email

Date (Y/M/D): \_\_\_\_\_

\_\_\_\_\_  
Print Name of Student

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Print Name of Legal Guardian/Parent

\_\_\_\_\_  
Signature of Legal Guardian/Parent

\_\_\_\_\_  
Print Name of Fire N Ice Driving Academy Representative

\_\_\_\_\_  
Signature of Fire N Ice Driving Academy Representative



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## For Office Use Only

Courses:					
Class 5		Vehicle Familiarization		Introduction to Driving for New Driver's	
Class 5 – In Car Instructor lead		Vehicle Familiarization Online and in person		Introduction to Driving for New Drivers - only	
Class 5 - online (15 hours)				Vehicle Familiarization	
Class 5 – In person (15 hours)					

Others:	
Class 5 Book (paper copy)	
Hourly Driving Instruction	
Road Test Prep (1.5 hours of driving time only)	

## Notes:

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