STEVENS DRIVING SCHOOL
Legon, Accra. kofiinkrumah@icloud.com
+233 20 683 7817 / +233 24 261 2982 / +233 57 552 1517

# NOTICE TO CLIENTS

1. Each client is expected to complete a minimum of 30 sessions within the training period for Regular or the Express package. 12 theory lessons (1 hour per session) and a minimum of 18 practical sessions. However, clients on the Polishing offer will complete a minimum 22 hours (12 theory lessons and 10 practical lessons).
    a. **PRACTICAL SESSIONS:** For the Regular package, practical sessions start immediately after completing the theory sessions (usually takes 2 weeks). For Express, Weekend sessions and polishing, practical session is done concurrently with theory.
2. **LATENESS:** Clients should please note that lateness beyond 25minutes into the session allocated to them will lead to their session called off. However, make up sessions will have to be completed within the one-week extension of the training period.
3. **MODE OF COMMUNICATION:** We communicate and share slides and documents via WhatsApp. Clients can request for the slides via email as well.
4. **The front desk will be available in-person, via voice call or whatsapp within working hours (8AM – 5PM) only. Refer to page 4 for front desk contact for your respective branch**
5. **DURATION** Clients on the express and polishing packages have 3-5 weeks to complete their lessons and clients on the regular offer has 6-8 weeks to complete their lessons.
6. Extension to these durations stated in 3 above will come at **AN EXTRA COST** of not less than **GHC 300.00** (*see front desk for details)*.
    a. For exemptions to *4 above*, Clients will have to notify management by making reasons clear (Subjected to acceptance from management).
7. **PAYMENTS**:
    a. All payments should be made directly at the front desk or via accounts **with the school's name only**.
    b. You must collect a receipt for all payments made to the school.

c. An initial deposit of 70% of the cost involved for package chosen must be made before training begins.
d. Client on the Regular package will have up to the fifth week to complete payment whilst clients on the Express and Polishing packages will have up to the third week to complete payment.

8. **LICENSE ACQUISITION PROCESS** begins only after the FEE FOR THE CHOSEN PACKAGE HAS BEEN PAID IN FULL.
9. **NO REFUNDS**: Payments made to the school are **Not Refundable Under Any Circumstance**
10. Clients will be taken through the training with **both manual and automatic** transmissions. However, clients have the option to go through training with a preferred transmission.
11. The use of mobile phone during active sessions is STRICTLY PROHIBITED
12. The times for the theory session are determined by the school.
    a. For weekdays the theory times are 7-8am (North Legon Branch ONLY), 9-10am, 12-1pm & 4-5pm.
    b. For weekends the theory times are 9am – 11am & 2pm - 4pm on Saturdays
    c. Clients can also take the theory via zoom from 5pm – 6:15pm
    d. Clients on the weekend schedule can take the theory online and take the practical lessons on Saturdays (2 hours)
13. However, practical sessions are scheduled by the school depending on the package and available times on the day of enrolment.
14. Switching between schedules for practical sessions is not allowed.
15. Practical sessions cannot be taken in rainy conditions under any circumstance.
16. THERE WILL BE NO THEORY AND PRACTICAL SESSIONS ON THE LAST FRIDAY OF EVERY MONTH.
17. Theory Lessons can be taken online via Zoom on weekdays 5pm – 6:15pm
18. **FOOTWEAR**- The use of easy wears and heels for practical sessions is not allowed. Students must always wear sandals or sneakers for practical sessions.

## DRIVERS LICENSE

1. The license will be acquired **STRICTLY through DVLA only** and clients will have to avail themselves, when necessary, throughout the process.

2. Clients will be required to meet our Rep at the DVLA with their National ID (Ghana card) or Passport to begin the license process within a week after registration.
3. **LICENSE ACQUICISION PROCESS**
    a. The DVLA rep would be available at DVLA to attend to clients throughout the license process.
    b. The school would communicate to you when to visit DVLA for the commencement of the license process via a WhatsApp message or a voice call (*usually takes 1-5 days after 70% initial deposit).*
    c. Within one week after the biometric registration clients will be given an appointment for the theory test
        i. For Premium license, the DVLA theory test usually takes 3-4 weeks after your first visit to DVLA.
        ii. For Standard license, the DVLA theory test usually takes 3 months after your first visit to DVLA.
4. Clients are required to undergo mandatory eye test after the first stage of the license process *(from 3 above)* has been completed at an approved eye test service provider (See front desk attendant for details). The cost for this mandatory Eye Test (GHC 70.00) is excluded from the cost.
5. Clients will have to **pass both the theory and In-traffic (practical) test** in the license acquisition process.
    ***a. Prep session for theory test is on Sundays at 6pm (via Zoom Only)***
    ***b. Rescheduling theory test appointment can only be done for free 24 hours before the test date.***
    ***c. Apart from (c) above rescheduling for resit or failure to take the theory test on the appointment date will come at a cost of GHC 95.00***
    ***d. Prep session for In-traffic (Practical) test is on Thursdays at 2pm***
6. The Valid driver's license will first be issued as a **temporary license** (Cover note) before the **card** is issued. This process is controlled solely by DVLA.
7. The license acquisition process has a validity period of 6 months and clients are expected to complete the license process within this period. If the process exceeds the stipulated time, clients will have to bear the cost incurred in the license acquisition process.
8. Both the standard and Premium license are provided by DVLA. Therefore, the license cost would be readjusted after a change in service price from DVLA.

**PICK UP AND DROP OFF (NORTH LEGON BRANCH ONLY)**

- ❖ Clients will be picked up at the forecourt of the TF Hostel or Atomic Junction to the driving school premises and dropped off after each session.
- ❖ Client will have to call the front desk (**0575521517)** for Pick up

**BRANCHES**

1. Libya Quarters bus stop Madina. Off the North Legon hospital road.

   We pick up and drop off at atomic junction or TF hostel if you live out of Madina.
2. School Junction Ashaley Botwe, Adjacent Obinim Junction
3. Sowutuom, Opposite Glorious Jesus International School
4. Adjacent Amalina children's haven Block Factory, Weija

Please do well to follow us on:

**Instagram:** ***Stevens_Driving_School_GH***

**Snapchat:** ***stevensdrivingh***

**Tiktok:** ***stevensdrivingschool***

***Whatsapp: +233206837817***

Complaints, appointment bookings and all reservations must be directed through the following contacts;

**FRONT DESK**

| | |
|---|---|
| **NORTH LEGON MAIN** | **0575521517** |
| **SCHOOL JUNCTION BOTWE** | **0273200026** |
| **SOWUTUOM, LAPAZ** | **0242623899** |
| **BLOCK FACTORY WEIJA** | **0271480002** |
| **GENERAL MANAGER** | **0242623899** |
| **DIRECTOR** | **0206837817/ 0242612982** |