

## Training Contract

### First Party

Name: Saudi Aramco Driving Center (SADC)

Location: Dhahran 34471

### Second Party

Beneficiary: Person who wishes to register at SADC

Both parties, whose data are described above and are fully legally qualified, have agreed that the First party should train and teach the second party to drive the type of vehicle specified in the contract and qualify them for a driver's license in accordance with the traffic law, its executive regulations, the regulation of applicable provisions and the terms of this contract.

### Introduction:

1. The introduction is an integral part of this contract
2. This contract represents the relationship between the driving school and the beneficiary and clarifies the controls and obligations for both parties.
3. The driving center is defined in this contract hereafter as (the school) or (first party).
4. In this contract, the client (the trainee) is known as the (beneficiary) or (second party).
5. Vehicle: the training vehicle used by the beneficiary (the trainee), whether it is a private vehicle, a bus, a taxi, a motorcycle, or any transport vehicle of any kind.
6. Training Hour: The time taken to train the beneficiary to drive the vehicle (whether it is theoretical or practical training), and the actual hour is 50 min.

### Terms and Conditions:

1. These terms and conditions are subject to the laws, bylaws, & regulations in force in the Kingdom of Saudi Arabia, including the regulations of General Traffic Dept.
2. In the event if there is no definition of a specific phrase in these terms and conditions, and a definition is provided for it by the general traffic management regulations, the definition contained in the traffic regulations shall be taken into consideration.
3. This contract contains all the services provided by the driving school (Saudi Aramco Driving Center), and the beneficiary's participation in this training is deemed to be their acceptance of all the terms and conditions specified in this contract.
4. The training contract becomes effective from the date on which the client / second party pays the contract fees.

### Training:

1. To confirm the training date, the beneficiary shall complete the payment process within 48 working hours of their choice, the date of the start of the training or the arrival of an email message to them.
2. Ensure the selection of training times (theoretical, practical and simulation) that suit the beneficiary upon registration, considering the commitment to the approved and chosen training dates and adherence to them in terms of attendance and departure.
3. In the event of starting the training program or attending any of the lectures, the beneficiary is not entitled to a permanent refund of the training fees, including any extra fees paid for the training or testing. Moreover, it is the beneficiary responsibility to collect and verify the receipts after payment.
4. The beneficiary is not entitled to leave the theoretical lecture or practical training, and in the event of non-compliance, the administration may count them as an absence.
5. The beneficiary shall abide by the instructions and directions of the trainers during the practical training inside the vehicle and allow them to assist during the training.
6. If the beneficiary refuses to cooperate or hand over the vehicle to the trainer, the trainer may cancel the training.
7. It is forbidden to discuss with the trainers if they interfere by word or action to ensure their safety and the safety of the vehicle and other road users, and they may discuss after the end of the training session.
8. The beneficiary may request to repeat the instructions or directions from the trainer in the event if they are not clear or not heard well.
9. When the trainee uses inappropriate terms or outside the framework of literature and respect, the examiner or the trainer may stop the training course and file a complaint with the competent authorities.
10. Using a mobile phone during training (theoretical or practical) is strictly prohibited & it must be put on silent.
11. It is forbidden to bring food and drinks into the classrooms, training grounds and vehicles. The cleanliness of the halls, training grounds and vehicles shall be maintained, and waste should be disposed of in the designated places.
12. In the event the trainer is absent from training, the school shall compensate the beneficiary with compensatory class for free at the earliest possible (date), whether with the same trainer or another trainer.

### Evaluation and Examination:

1. The beneficiary may attend the pre-evaluation test to determine the level of driving skills only once. Moreover, the pre-evaluation test cannot be offered to the beneficiary who has already commenced the training.
2. In the event of not passing the theoretical test, the beneficiary can retake the test after paying the test fee with the added tax.
3. If a violation of cheating in the theoretical exam is found in any way, such as side talk or using a mobile phone, the exam will be canceled immediately, and the beneficiary shall pay the exam fee upon re-take.
4. The theory test shall be passed first before starting the practical training.
5. The examiners, when performing the practical test, may terminate the test at any time if they notice that the trainee is unable to control the vehicle, and the trainee shall abide by that with an explanation of the reason.
6. Computers shall be turned off after they are finished and return the seats to their designated place before leaving the halls or laboratories.

### Absence, Delay, Postponement and Return Policy

1. It is not allowed to be absent from training (theoretical or practical) without prior permission, and the school administration shall be informed at least 24 working hours before the appointment through the school's approved cancellation method as the absence will affect a program so that the absence and fees for alternative classes are not calculated. The beneficiary's training rescheduling may affect the training and obtaining the license on time.
2. Delay in theoretical and practical training is strictly prohibited, and if the beneficiary is late for theoretical or practical training for more than 20 minutes, the beneficiary will be considered absent from that lecture / class.
3. If the beneficiary is absent from practical or theoretical training without an acceptable excuse, her compensatory hours will be calculated according to the defined service price for one additional hour for each hour of absence (in addition to the value added tax) and will be scheduled according to the vacant times approved by the school administration, either with same or different trainer.
4. The beneficiary may postpone a class for a maximum of two times before the start of the training, by selecting the postponement method specified by the school's platform, and they may receive a message informing them about their new training which will be according to the available dates from the date of registration.
5. The beneficiary may postpone after starting the training through the postponement method, where a message will appear to them stating that their new training will be according to the available dates, knowing that they are not entitled to claim the fees of the previous training with the obligation to pay the fees for the remaining training hours.
6. The beneficiary cannot request a refund after starting the training.

**Intellectual Property:**

1. The operational platform is managed by the school, including all information and materials contained therein, educational resources, and videos. For example, distance education, and all contents of the platform are fully protected by Saudi copyright, trademark, and proprietary regulations in accordance with intellectual.
2. All intellectual property rights to the contents of the platform are owned by the company providing the educational materials, except as otherwise stated.
3. You may not sell, license, rent, modify, copy, reproduce, reprint, upload, advertise, transmit, distribute, publicly display, edit, or create derivative works from any materials or content from the school's platform, curriculum, or any educational means, whether for the public or for commercial purposes or for any purpose whatsoever, without obtaining the prior written approval of the competent authority.

**Privacy and Information Security Policy:**

The school and the company that provided the operating platform ensure that the platform / site applies the highest security measures to protect the information they provide, and that the site encrypts information that is considered secured, and data is kept confidential in accordance with legal requirements.

**Usage Restrictions:**

The second party's use of the school's operational platform (the portal / website / application) is an implicit acknowledgment of commitment to the following points and to the intellectual property rights contained in this contract:

1. Users of the school platform are subject to the terms and conditions of use, and the regulations of the Kingdom of Saudi Arabia, and the beneficiary's access and entry to the platform and use of the services available therein are considered to agree to the terms and conditions of use without restriction or condition.
2. These terms and conditions are subject to continuous updates and changes as needed, and any modification or update to any of these terms and conditions becomes effective immediately upon approval and publication on this page. This means that the school need to constantly review the terms of use to know the updates that are made to them, as their continued use of the platform means that they are informed and tacitly accepted any modification made to the terms and conditions of use. The schools are not required to announce updates to terms and conditions.

**Grievance:**

1. If the beneficiary is not satisfied with the result of the theoretical or practical test, the competent authority for review and grievance is the traffic department at the school.
2. The beneficiary may submit a request to verify the result in the test via the school's operational platform or through the form available in the school's traffic department.
3. The school traffic official will review with the examiner and refer to the records and surveillance cameras, and then school traffic official's decision regarding the result will be final.

**Beneficiary Training and Service Policy:**

1. The school is committed to developing strategies, reviewing performance, and applying procedures to achieve the highest standards of training and to ensure service quality.
2. The school may print the curricula approved by the General Traffic Department and providing to the trainee. The school is committed to providing the service with the highest internationally recognized standards, a correct educational class according to the standards and requirements for education.
3. The school is committed to permanent coordination with the General Directorate of Traffic and to abide by the approved regulations in the operation of driving schools.
4. The school shall provide the trainer to the beneficiary according to the time and schedule set by the beneficiary, and to compensate the beneficiary with compensatory class free of charge in the event of the trainer is absent at the earliest possible.

**General Terms and Conditions:**

1. The second party shall be committed to seriousness and commitment to the school's regulations and procedures in all stages of training.
2. The first party shall provide training and education with quality and proficiency and to make its goal of qualifying the second party to obtain a driver's license.
3. Since the efforts made are aimed at the quality of training and the outcome of it, the school is keen to clarify these basic controls for those who join the training, and the school emphasizes them as follows:
  - a. For the safety of the beneficiary (the trainee), the second party shall disclose any of the following cases in the registration form and inform the trainer of that in the first training day:
 

• Use of medical glasses, glasses must be used during training time	• Vision problems	• Sleeping disorders
• Arthritis	• Heart disease	• Pregnancy (for females)
• Alzheimer's disease	• High or low blood pressure diseases	• Multiple sclerosis
• Diabetes mellitus	• Mobility disabilities	• Autism
• Epilepsy	• Parkinson's disease	
  - b. Commitment to wearing appropriate clothing according to the commonsense regulation, else the entry of the trainee will be prohibited in the event of non-compliance to ethics.
  - c. Commitment to wearing appropriate shoes that protect the foot while driving and facilitate the control of the pedals
  - d. Commitment to personal hygiene during theoretical and practical training, including cleanliness of classrooms, waiting room, and the training car in terms of removing waste before leaving.
  - e. Pregnant female trainee shall inform the concerned employee of the school before starting the training that she wishes to train at her own risk and sign an acknowledgment thereof.
  - f. The trainee shall respect all school staff, including administrators, trainers, examiners, and workers.
  - g. The beneficiary shall abide by traffic safety instructions & laws.
  - h. It is forbidden to talk about personal matters with the trainer or the staff.
  - i. It is strictly forbidden to gift a trainer, and there is no objection to writing a positive word about them.
  - j. It is strictly forbidden to communicate personally with any of the school's employees for a reason related to training or any of the other personal reasons.
  - k. It is forbidden to go out to the training grounds or use vehicles without the presence of the trainer.
  - l. It is strictly forbidden to attend school except for the times specified for the beneficiary in the training schedule.
  - m. It is strictly forbidden to smoke in school facilities, training yards and vehicles. If the violation is caught, appropriate action may be taken by the school admin.
  - n. It is strictly forbidden to photograph the school's facilities, its attendants, and its members, and if the violation is caught, official measures will be taken in this regard and the training course will be suspended for a month.
  - o. It is strictly forbidden to bring any USB disks or flash drives to the theory test room.
  - p. School property shall be preserved and not tampered with.
  - q. Computers shall be maintained and handled properly.
  - r. The relationship between the trainee and those in charge of driving education activity (schools and those who practice the profession of driving education) is a contractual relationship subject to the Law, the Executive Regulations and the provisions of these Regulations, and any dispute that arises otherwise, traffic is not considered a jurisdiction to consider it.