

Code of Conduct

Licence Now Pty Ltd (ACN 48 673 484 298) (we, us or our), is providing you with access to our booking platform where learners can connect and transact with driving instructors (**Services**). You, our property, instructors and any staff have the right to be treated with courtesy and respect. We also strive to provide a professional and comfortable learning environment. To ensure the safety and comfort of all our learners and instructors, we require all our clients to comply with this Code of Conduct. This Code of Conduct applies to all interactions that you have with us when receiving the Services, irrespective of whether the Services are being delivered via our Platform or in our instructors' vehicles.

Code of Conduct

You agree that you will, at all times when receiving our Services:

- a) use our Services for personal driving instruction and learning only, and refrain from any commercial use or activities without our prior written consent;
- b) book and pre-pay via our Platform;
- c) behave in a lawful manner and in compliance with all applicable laws including complying with all relevant traffic laws, regulations, rules, policies and guidelines;
- d) treat users of the Services with courtesy and respect at all times; and
- e) comply with all reasonable instructions given by your driving instructor.

You must not:

- a) request our Services without a valid booking;
- b) bring any animals into any instructor's vehicles (except for service animals);;
- c) engage in any conduct which is offensive, discriminatory, abusive, threatening or inappropriate towards another person;
- d) take risks or behave in a dangerous manner or a manner likely to cause harm to yourself, another person, or the property of another person;
- e) make threats (in any way and in any form) to the safety or wellbeing of any person;
- f) destroy or damage property or the property of any third party or allow any one in your custody or control to destroy or damage our property;
- g) engage in any actions or use any words (whether oral or written) that are verbally, physically, sexually or psychologically abusive. This includes any spitting, hitting, pushing, shoving, yelling, suggestive staring or sexual gestures, and any unwanted or inappropriate physical or social contact; and
- h) comment on the physical, cultural, political, religious or sexual inclinations of another person or display to any person any images or videos which are of an inappropriate or sexual nature (including pornography), violent or which incite discrimination, violence or hatred towards another person.

While you are receiving the Services or are otherwise on our premises, you must not have in your possession any weapon, chemical or toxic substances including guns, knives, ammunition or chemicals or any alcohol, drugs, or any other addictive substances. Alcohol consumption, smoking or vaping is not permissible while receiving or providing the Services. Any user of the Services reserves the right to cease proceeding with a driving lesson to intoxicated individuals for their safety

Breaching this Code of Conduct

If you breach this Code of Conduct, we may (in our absolute discretion):

- a) warn you that we will immediately end Services if you do not or cease breaching this Code of Conduct; and
- b) end Services and refuse you access to the Platform if you do not cease breaching this Code of Conduct or we, or any other individual feel unsafe at any time.

We may also take further action against you which may include:

- a) a verbal or written warning that we will cease the Services if the conduct continues;
- b) termination of your Terms of service and cessation of all Services;
- c) making a police report;
- d) the institution of civil action for damages caused by you; or
- e) such other action as we deem appropriate in the circumstances.

You understand and agree that failure to comply with this Code of Conduct may result in us terminating our Terms of service with you. You may also be personally liable for conduct engaged in by you contrary to this Code of Conduct.

Amendments

We may, at any time and at our discretion, vary this Code of Conduct by publishing the amended Code of Conduct on our website. We recommend you check our Platform and website regularly to ensure you are aware of our current Code of Conduct.

For any questions or notices, please contact us at:

Licence Now Pty Ltd (ACN 48 673 484 298)

Email: help@licencenow.com.au

Last update: 23 October 2024