



## Access to Road Test Booking Service

### Terms and Conditions

ICBC will provide the driver training school ("DTS") with the ability to book appointments for road tests on behalf of its students via telephone ("DEAS") and via the online Road Test Booking Service ("Web DEAS").

Uninterrupted access to the respective road test booking services require strict adherence to the following terms and conditions:

1. The DTS is permitted to make appointments only on behalf of students who are in an active training program with the DTS.
2. The DTS must obtain written authorization, using an ICBC approved form, to disclose personal information to ICBC for the purpose of booking a road test, from each student for whom it will be booking an appointment. The written authorization specifies which personal information will be disclosed, and the purpose for which it is being disclosed. The written authorization also states that ICBC may use the personal information to update its customer database.
3. Schools must use Web DEAS to make appointments on behalf of students for Class 5/7 or 6/8 road tests. The DTS may book appointments on behalf of students via telephone for Class 1, 2, 3, 4, and re-examinations.
4. When making appointments, the DTS must identify the driving school by name, driver training certification number (DTC#), telephone number, driver licence number of the person booking the road test and also must provide the student driver's licence number, student's last name (spelled correctly), class of licence, the desired location, and date and time required.
5. The DTS must not use one student driver's licence number and/or name to hold open appointments for other student(s).
6. All appointments must be booked and cancelled by telephone or online using Web DEAS.
7. Cancellations and rebookings must be completed 48 hours or more before the scheduled appointment time. Extenuating circumstances may be called to the road test centre (or DEAS call centre if booked online) for review and monitoring.
8. Stand-by appointments will be monitored and if a student passes a stand-by appointment, any previously booked road test (for the same class of licence) for that student will be cancelled.
9. The DTS must make every effort to minimize the number of re-bookings and the number of students who do not attend for road test appointments.
10. The DTS may not cancel or change appointments made by individual students without the express written consent of the student, or unless authorized by an ICBC driving school inspector.
11. The DTS, its driver training instructors and all other employees must adhere to the Driver Training Industry Code of Conduct (DTC410).

The DTS agrees to comply with the above terms and conditions. ICBC will monitor the DTS' compliance with the above terms and conditions, as amended from time to time, and failure to comply may result in the withdrawal of the DTS' access to DEAS and Web DEAS, at ICBC's sole discretion. ICBC may amend the above terms and conditions at any time by so notifying the DTS in writing. The DTS will have 30 days after any such notification to indicate to ICBC that it does not accept the amended terms and conditions, in which case ICBC may, at its sole discretion, withdraw the DTS' access to DEAS and Web DEAS. If the DTS does not respond to such notification within 30 days of its receipt, it will be deemed to have accepted the amended terms and conditions.