

Terms and Conditions

- Tuition is only available to persons who meet the following criteria:
 - aged 17 or over or aged 16 or over and receipt of the higher rate of disability living allowance (mobility component)
 - hold a valid UK provisional driving license
- You and your instructor are responsible for agreeing to all matters relating to the timing, location and duration of individual lessons.
- Payment for lessons is always one week in advance.
- Payment must be made by cash, cheque or bank transfer (details on request).
- All block booking payments are non-refundable. In exceptional circumstances and at the instructor's discretion any refunds that are to be made will be in the same method as was originally paid for.
- The following applies to all block booking and promotional offers: There cannot be a break between lessons of more than 2 weeks: Otherwise the remaining lessons will be forfeited. Abuse of these offers will result in the remaining lessons being revoked without possibility of a refund (this does not affect your statutory rights).
- Your driving instructor will make every effort to pick you up on time at the agreed location. Due to unforeseen delays such as road works and traffic congestion, your instructor will contact you using the details you have provided.

- In the event of a mechanical breakdown of the vehicle in which you have been learning to drive, or for any other reason, your instructor reserves the right to rearrange a driving lesson to a time convenient to both you and your instructor.
- A driving test can only be booked with the consent of your driving instructor. Your instructor reserves the right to withdraw the car without notice should the instructor consider that you are not at test standard.
- Your driving instructor cannot be held responsible for driving tests postponed or cancelled by the DVSA.
- If you need to cancel a lesson/lessons you must give a minimum of 48 HOURS NOTICE, otherwise the lesson will be charged for.
- Your driving instructor reserves the right to refuse a driving lesson or terminate a driving lesson should the driver be under the influence of alcohol or any other substance that would contravene road safety.
- You must make your instructor aware of any changes to your health, that may affect your ability to drive.
- Your instructor can not be held responsible for loss or damage of your personal belongings at any time.



“Teaching good habits for life”

Complaints Procedure

If you feel the need to make a complaint about anything related to your driving lesson you must first try to resolve any issues with your Driving Instructor. If you are not satisfied with the outcome of your complaint, then you will need to contact the following departments;

If your instructor isn't providing a good service, contact your local Trading Standards office or Citizens Advice Bureau.

If you're not happy with your instructor's behavior, contact the Driver and Vehicle Standards Agency (DVSA).

DVSA

adireg@dsa.gsi.gov.uk,
DVSA,
PO BOX 280,
Newcastle-Upon-Tyne,
NE99 1FP

Sign.....Date.....

Print Name.....