

### **Before You Start Training:**

All trainees must be in possession of a signed provisional driving licence on commencement of training and must satisfy the eyesight requirement.

### **Personal Conduct:**

- The Instructor will at all times behave in a professional manner towards clients.
- Clients will be treated with respect and consideration.
- The instructor will try to avoid physical contact with the client, except in an emergency or in the normal course of teaching.

### **Procedures for Complaints:**

The instructor should check a client's entitlement to drive to the vehicle and their ability to read a number plate at the statutory distance on the first lesson. When presenting a client for the practical driving test, the instructor should check that the client has all the necessary documentation to enable them to take the test and that the vehicle is roadworthy. Instructors will advise clients when to apply for the theory and practical driving tests, taking into account local waiting times and forecast of the client's potential for achieving the driving test pass standard. The instructor will not cancel or rearrange the driving test without the client's agreement. In the event of the instructor's decision to withhold the use of the school car for the driving test, sufficient notice should be given to the client to avoid the loss of the DSA fee. The instructor should at all time, to the best of his/her ability, endeavour to teach the client the correct driving skills according to DSA's recommended syllabus

### **Insurance:**

Fees include trainees cover for insurance liability claims whilst driving the school's vehicle, providing the trainee is duly licenced to drive and is accompanied by or under instruction of the instructor

### **Payments:**

Payment for all training MUST be made in ADVANCE upon arrangement of next lesson. Prepayments of block bookings are refundable at the discretion of the management, and any previous lessons or late cancellations will be charged at the full hourly rate per hour.

**Intensive Courses:**

- Deposits are NOT REFUNDABLE in the event of Termination of Intensive Courses.
- Balance due upon agreement of start date
- Test fees are not refundable if course cancelled with less than 4 working days' notice.
- Minimum 72 hours notice required to change or cancel training otherwise loss of hours agreed

**Cancellation of Booked Lessons:**

At least 48 HOURS notice must be given if there is a need to cancel or arrange a lesson booking. Failure to give this notice will result in an equivalent value of compensation. If after 2 Weeks, any late payment due, will incur a 25% weekly charge.

**Official Driving Tests:**

The school reserves the right to withhold training vehicles for the driving test if, in the instructor's opinion, the trainee does not meet the required standard. The test fee will be forfeited if ten clear days' notice is not given. This does not include weekends, bank holidays, the day of cancellation or the day of the test. The instructor will provide sufficient notice for the client to make alternative arrangements if they wish to continue with the test appointment.

**Appointments:**

Whilst every care will be taken to ensure that you receive the training at the requested time and with the instructor as booked, all bookings are made on the understanding that the school is not responsible for the postponement of training due to adverse weather conditions, mechanical breakdown of equipment, absence or sickness of staff or any other cause beyond our control. Neither can the school be responsible for driving tests appointments postponed by the Driving Standards Agency.

**Personal Property:**

Naturally every endeavour is made to safeguard the personal property of any trainee, but I point out that the school accepts no liability whatsoever for jewellery, cash, clothing, mobile phones or any other property left in the training vehicle or on their premises unless the loss is caused by our own negligence.

During these new and unprecedented times the safety of ourselves, clients and their families is of paramount importance.

- \* Face coverings are mandatory for all lessons unless proof of exemption is held.
- \* The car will be treated and cleaned with anti viral /bacterial wipes and or sprays in before and after all lessons.
- \* If you feel unwell at all do not attend lesson and inform us immediately, we will do same. If cancellation is within the 48hr cancellation window then 50% charge will be made as long as proof is provided otherwise 100% charge applies but you will not be allowed to resume lessons for minimum of 5 days or until you test negative twice, no exceptions.
- \* Hand sanitiser will be available in car but please feel free to bring your own if you wish.
- \* We will require these procedures to be accepted in writing via email from contact page or text 07958222843 or 07737714867, Whatsapp, or Facebook messenger prior to first lesson. All previous T&C's are still enforceable without exception.