

Terms & Conditions

The following terms and conditions represent the basis upon which training is offered by Alison's Driving School. The provision of training is subject to the acceptance of these terms and conditions. Please especially take note to the T&C's in **BOLD**.

1. Driving licenses and fitness to drive:

You must hold a current, valid driving license, provisional, full or international, and produce it on (or in advance of) your first training session. You must be fit to drive with regard to legal and medical requirements. Pupil must be able to read a number plate at 20.5 metres this will be checked on the first lesson. Please ensure prescription eye wear is worn at every lesson if needed.

2. Payments and Cancellation:

Tuition fees are normally payable in advance or at the start of the lesson. Payment can be made by cash or bank transfer. **If you wish to cancel or re-arrange a lesson, 48 hours notice will be required for single lessons of up to two hours duration. Longer lessons need a minimum of four days notice. Failure to give notice will result in a valid claim for an equivalent value in compensation (i.e., a cancellation fee will be charged at the normal lesson rate).**

Your instructor will do everything possible to ensure that your lessons start and finish on time, but reserves the right to cancel, postpone or change lesson lengths and start/finish times under certain circumstances (e.g., dangerous weather conditions). In the event of postponement fees paid in advance will be carried forward.

The instructor reserves the right to cancel a lesson at short notice if it is suspected that the pupil may be unfit due to the effects of alcohol, drugs (prescribed or otherwise) or any other condition that would cause his/her driving to be dangerous or illegal. In such circumstances the lesson fee will be payable. The cost per hour is currently £45.00 an hour which can be changed due to the cost of living but plenty of notice will be given of any price increase.

3. Bookings and Lesson duration

Your instructor will endeavour to maintain regular lesson slots at the same time each week to ensure continuity of learning, however, this cannot be guaranteed.

The minimum lesson period is one hour. If, for any reason, the instructor is late for the lesson he/she will make a concerted effort to inform the pupil of the estimated time of arrival. If the delay is greater than 15 minutes this time will be credited to the pupil and when possible the lesson will be extended by the time due – if this is not possible the extra time will be carried forward to the next suitable lesson.

4. Training Location:

All sessions will start and finish at the same location unless alternative arrangements are made in advance. The instructor will determine a location for practical lessons which ensures both the pupil's and public safety – this means that the instructor may need to drive the pupil to and from the lesson location; this journey time forms part of the lesson as paid for.

5. Training vehicles:

Training vehicles provided by the school are taxed, insured for the purposes of driving tuition, fully roadworthy and fitted with dual controls.

We do not carry out tuition in any vehicles apart from our own driving school cars.

6. Driving tests and bookings

Your instructor reserves the right to refuse use of a driving school vehicle for test if he/she considers that provision of a vehicle could cause a risk to public safety.

Where a school car is used for test, the booking period is based upon the instructor's normal diary schedule. Depending on the time of the test this will require a minimum two hour booking and possibly longer.

While your instructor will make every effort to ensure that the vehicle supplied for test will be fully road worthy and comply with all legal requirements at the start of the test, he/she cannot be held responsible for vehicle failure that occurs during the test and is not liable for consequential loss.

Your instructor cannot be held responsible for test appointments cancelled by the DVSA due to bad weather, sickness, staff shortages or other reasons. Such cancellations are beyond the control of your instructor and therefore the lesson fee and 'use of car' fee for the booked period will be charged. Your instructor will advise you about claiming compensation from the DVSA.

7. Liability during the driving test

If the candidate chooses to use the driving school's vehicle to carry out their driving test, **the candidate is liable to pay for any damage sustained to the vehicle** during that time. This is because the examiner is there to observe only and is not obligated to stop the vehicle.

8. Refunds

In the event that you no longer wish to continue with your lessons, any outstanding balance will be refunded to you on your request. Any amount refunded must be made by the same method as payment and go back to the original payee. If payment was via bank transfer, the refund must go back to the original account that the payment was received from due to money laundering laws.

If an outstanding balance is not used for lessons or refunded within 3 months, this will then be non-refundable.