

## **REFLECT SCHOOL OF DRIVING - TERMS AND CONDITIONS -**

### **Driving Tuition-**

Tuition is only available to persons who meet the following criteria:

- Aged 17 or over, or aged 16 or over and in receipt of the higher rate of Disability Living Allowance (mobility component); and
- Hold a valid UK provisional / full driving licence, or a EU Full Driving Licence
- Legally entitled to drive in the UK.

### **Lessons -**

Minimum Lesson duration is 90 mins, maximum is 2 hours.

My current "on the road" availability is from 10.00am until 3.00pm Tuesday to Saturday.

I reserve the right to change my availability without notice

Any matters which affect your ability or entitlement to have driving tuition, for example, but not limited to, any lack, or loss, of a valid UK provisional or full driving licence must be communicated to me.

Lessons cancelled at short notice or missed for whatever reason (24hrs before lesson start time) will require payment in full before I attend the next Lesson.

If I suspect that you have consumed alcohol or taken any form of drugs the lesson will be terminated straight away. The lesson fee will not be refunded.

It is your responsibility to check times and dates of lessons.

Occasionally, I may need to postpone or reschedule lessons to allow me to attend a Pupil with a Practical Driving Test Appointment.

### **Cancellation of Lessons -**

If you wish to cancel a lesson a minimum of 24 hours prior notice must be given.

Cancellations by you must be made directly between you and I.

If you do not give at least 24 hour's notice of cancellation you will be charged for the lesson(s) concerned in full. Please note that in the event of you having booked your driving test, the Driver and Vehicle Standards Agency (DVSA) stipulates that you need to give three clear working days to cancel your test. This may mean that you may/will lose your DVSA test fee if I inform you are not ready for test within this three-day notice period.

### **Timekeeping & Traffic delays -**

I will not be held responsible for delays due to traffic congestion, inclement weather, or mechanical breakdowns – that said, every effort will be made by me to attend in a punctual manner.

Any lesson start time that is running late, you will be contacted in advance (phone signal providing)

I will make up any lost time at the end of the current lesson / add to a future booking.

### **For your Information -**

I have signed up to the Approved Driving Instructors (ADI) Voluntary Code of Practice.

The Driver and Vehicle Standards Agency (DVSA) and the driver training industry place great emphasis on professional standards and business ethics.

This industry code of practice has been agreed between the National Associations Strategic Partnership (NASP) and DVSA. It is a framework within which all instructors should operate.

### **Tuition Vehicle -**

Automatic Toyota Yaris Hybrid Saloon 2019 - Fitted with front / rear facing HD Recording Cameras.

(This equipment will not be used to voice or video record lessons without the express permission of you).

**I reserve the right to withdraw the use of my vehicle AT ANY TIME under the circumstances of you not being ready to drive Independently and/or, not fully prepared for the Practical Driving Test.**

Should you still wish to proceed with your Practical Driving Test (contrary to my Professional advice) then you will need to make alternate, suitable arrangements.

I can advise you accordingly as to the best way to proceed under these circumstances.

### **Fees - (effective 1st January 2024)**

By Bank Transfer only - I am currently unable to accept or process Credit Card transactions.

1 hour - £45

2 hours - £90

Please note that the minimum training period is 90 minutes for which the fee is - £67.50.

Bank Transfers must have cleared into my account 24 hours before the scheduled appointment.

**I am unable attend you unless payment is made within this specified period.** All financial activity is recorded by us both, receipted and appropriately managed.

My Bank Account details – these will be advised in the lead up time to the first Lesson.

### **General -**

I undertake to observe all provisions of the Data Protection Act 2018.

My Data Protection Registration Certificate can be produced upon request.

I am registered and fully compliant with the Information Commissioner's Office (ICO) which upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

To compliment the Comprehensive Driving Instructor Insurance Policy there exists Public Liability and Professional Indemnity cover. This can be evidenced upon request.

I am a Self-Employed DVSA Approved Driving Instructor (Cars).

All Approved Driving Instructors are regulated by the Driver and Vehicle Standards Agency (DVSA).

### **Complaints –**

In the first instance please discuss any complaints with me directly.

If you are still not satisfied, you may then refer to the Registrar of Approved Driving Instructors who will consider the matter and advise accordingly.

**Finally, I endeavour to always keep you safe, I will support and guide you in an open and transparent way.**

