

TERMS OF BUSINESS

1. Appointment card

a) The appointment card will be issued either before, or on the first lesson, clients are advised to carry the card so that at the end of the lesson their next appointment(s) can be entered.

2. Driving licence

a) Clients must personally ensure that they are the holders of a valid, signed current driving licence, which must be produced at the first lesson and will be regularly checked by the driving instructor.

b) Clients must inform their driving instructor if they receive any endorsements on their licence during the time they are receiving tuition.

c) Clients must inform their driving instructor of any disabilities they have which might affect their ability to drive.

3. Client wellbeing

a) In the interest of comfort and safety, clients are advised to wear suitable footwear and comfortable clothing which does not restrict any movement, please ask your instructor for any advice you may require.

4. Tuition fees

a) Tuition fees are as stated in the fees section of these terms of business and may be payable in advance. All accounts must be cleared before proceeding on an official driving test.

5. Postponement of a lesson by a driving school

a) If by reason of a vehicle failure or other emergency a lesson has been postponed at short notice, an alternative appointment shall be made with mutual consent. Should such postponement be a driving test, the school shall be responsible to the pupil for the fee of the next test if it cannot be cancelled within the required time (see paragraph 7), regardless of the client's continuation of lessons with the school. Clients should appreciate that it may not always be possible to notify cancellation if a breakdown occurs on the way to the lesson.

b) Driving tests take priority over lessons therefore, a lesson already booked may sometimes have to be cancelled or postponed if the school receives short notice of a driving test.

c) Except provided for in a) above, the school will where possible give notice of rearrangement or postponement of a lesson within the same time limit as the school imposes upon a pupil postponing or cancelling a lesson.

d) If circumstances arise that a change of instructor becomes necessary, the pupil shall have the right to decline and also the right to discontinue lessons with the school.

6. Postponement or cancellation of lesson by clients

a) At least ONE day notice of postponement or cancellation

of a lesson is required. Please note that Saturdays, Sundays and public holidays are not counted as working days. Late cancellations will be charged for as specified in the price section.

b) Such notice to the school (in writing, by telephone or by fax) shall be deemed to have been served on the day that the communication is received at the school's premises, where it will be timed and recorded.

7. Postponement or cancellation of a test

a) The attention of clients is drawn to the fact that a statutory period of notice is required under government regulations for the cancellation or postponement of a test.

b) If possible the pupil will be advised in good time of the advisability of cancelling their test. The school/instructor cannot be responsible for the loss of the test fee if the pupil fails to immediately notify the test booking office. The address and telephone number is given on the test appointment document.

c) **The school/instructor cannot be held responsible for any postponement or cancellation of a test by the testing authority - at whatever notice.**

d) Clients should note that where lessons or tuition vehicle hire are cancelled at short notice, because of a cancellation by the testing authority, fees are still payable. It may be possible for clients to claim lost fees from the testing authority.

8. School/Instructor guarantee

a) The school/instructor guarantees that only legally authorised instructors will give tuition.

b) Instructors official authorising documents will be displayed on the windscreen of the car and may be inspected freely at any time.

c) Clients may be accompanied on their lesson by a supervising examiner, whose job is to ensure that the tuition given meets the required standard. This is a legal requirement and is in the public interest.

d) If an authorised trainee instructor is used, a pupil may expect a senior supervising instructor present during some of the lessons.

9. The driving test

a) Your instructor will advise the appropriate time to make an application for a driving test. The advice will be based on the Clients progress to date. It does **NOT** imply that the necessary **standard has been reached or that it will for certain be reached** by the appointed test date. The school/instructor will not hesitate to advise, where necessary, the postponement of the test. This condition is intended to save the pupil expense, unnecessary failure and the consequent delay in waiting for another test and obtaining a full licence.

b) The school/instructor reserves the right to withhold the use of the school car for the test or a lesson, if in the opinion of the instructor the client is:

- Not at driving test standard
- Medically unfit (including eyesight)
- Under the influence of drugs or alcohol
- Is not properly licenced to drive
- Consistently fails to keep, or is late for appointments
- Falls into arrears over payment
- If for any other reason, the instructor considers the client will be unsafe to handle a motor vehicle.

c) Clients may be accompanied on their test by a supervising examiner, whose job is to ensure that official standards of testing are observed by examiners. This is a legal requirement and is in the public interest.

d) You are reminded that when you go to take your driving test you must take the required documents. Failure to comply with this regulation will mean the examiner will have to cancel your test, you will forfeit your test fee and have to apply for a new test date.

e) In the event of the test appointment being sent to the client they are required to notify the school/instructor as soon as possible, of the date and time of the test and show the document to their instructor on their next lesson. The school/instructor cannot accept any responsibility for booking an incorrect time or date of a test unless the appointment document is produced. If the appointment is sent to the school/instructor, then an undertaking is given to show the client the document on their next lesson or notify them as soon as possible. The document will be handed to the client on request.

10. Lessons in own car

a) Lessons may be given in a clients own car if the instructor is willing to do so, on condition that it is clearly understood:

• The car is fully insured for teaching for reward and this must be confirmed in writing by the vehicle underwriters.

• The instructor is covered by such insurance to drive the car - to be confirmed of as above.

• The instructor can in no way be held liable for any damage or accident. While the instructor will make every effort to prevent the client having an accident, or damaging the car, it will be realised that their control is very limited. If clients wish to have lessons in their own car then a second rear view mirror must be provided for the instructor. In view of the extra responsibility entailed, there will normally be no reduction in lesson charges.

11. Insurance

a) School cars are fully insured for tuition and driving tests, the insurers name is : MASTERCOVER (The certificate of insurance is available for inspection)

b) No liability of any kind can be accepted by the school/instructor for the loss of, or damage to any property belonging to, or in the possession of the client.

12. Legal liability

a) Clients should be aware that their instructors primary objective is to promote road safety and in doing so he/she will have to issue instructions which clients must be prepared to carry out without undue argument.

b) The instructor will make every effort to train you to the highest standard but can in no way be held liable for any errors you commit whilst driving and unaccompanied by your instructor either before or after a test pass.

13. Complaints

a) If you are unhappy with any aspect of your tuition you should notify the school/instructor without delay and not later than seven days from the date on which the cause of the complaint arose. Every effort will be made by the school/instructor to satisfactorily deal with the complaint, these "Terms of Business" and the "Code of Practice for Approved Driving Instructors" forming the basis for negotiations.

b) Should any dispute be unresolved mutually, then the client has the right to refer the matter to the Motor Schools Association of Great Britain Ltd, 182A Heaton Moor Road, Stockport, Cheshire SK4 4DU.