

Terms and Conditions

Driving Lessons

All driving lessons must be paid for at least 24 hours in advance, unless there is prior agreement with the instructor. Payment by bank transfer is preferable. Bank details can be found below.

If you cancel a driving lesson within 24 hours of the start time of the lesson, you will be charged for the lesson in full.

Driving lessons may be rearranged in consultation with your driving instructor, who will do their best to accommodate your schedule.

Your driving instructor will always use their best endeavours to arrive promptly for driving lessons. If they arrive late to a lesson, then the time will be made up either at the end of that day's lesson or during a future lesson, depending upon mutual availability.

If your driving instructor cancels a driving lesson, you will not be charged, and the lesson will be rearranged for the earliest available slot. Driving lessons will only be cancelled in exceptional circumstances and you will be given as much notice as possible.

Bank Details: Emma Louise Feather

Sort Code: 40-17-06

Account: 11200356

Driving Tests

Practical driving tests should only be booked with prior agreement from your instructor, to ensure that you are ready and well prepared for your driving test, and to ensure availability of your driving instructor. You must pass your theory test and hazard perception test before you can book your driving test with DVSA.

There will be a fee of two hours of driving lessons, to cover the hour of tuition before your test and an hour for using the car during the test. Your instructor will meet you at your home or other agreed location (e.g. college, workplace or train station) one hour before the scheduled test time and will drive you back to your home or other agreed location after the test has concluded.

The driving instructor reserves the right to withhold use of the tuition vehicle for your practical driving test, if they consider that your driving might pose a risk to yourself, the examiner or the general public. Your instructor will endeavour to give as much notice as possible, so that you do not lose your DVSA test fee, however they will not cover the test fee if the test is forfeited.

If you choose to take the practical driving test in your own vehicle, you must ensure that it meets the standards set out by DVSA: <https://www.gov.uk/driving-test/using-your-own-car>.

If your practical driving test is rearranged by DVSA, please let your instructor know as soon as possible, so that the new test time can be accommodated where this is possible. If it is not possible for the instructor to accommodate the allocated test time, you will be asked to rearrange your test for a mutually convenient time and date, or alternatively you can use your own vehicle. No fees will be lost in this case.

If your practical driving test is cancelled by DVSA at short notice, your test fee will still be held by DVSA. In this case, you will not be charged by your instructor for the two hour use of the tuition vehicle, and you can either keep the booked session as a two hour driving lesson, or save the prepaid hours for the day of your rearranged test.

If you cancel your practical driving test within ten days of your test booking, you will usually lose your test fee with DVSA, however it will be fully refunded if you cancel before this date. If you cancel your driving test within 24 hours, you will still be charged for two hours for use of the tuition vehicle, although you can choose to take a two hour driving lesson in place of your test.

Intensive Driving Courses

Driving lessons taken as part of an intensive driving course are subject to the same terms and conditions as normal driving lessons, with additional conditions set out below.

Your practical driving test should be booked with DVSA (in consultation with your instructor) before the intensive driving course commences.

Intensive driving courses are 30 or 40 hours long, and are to be taken over a period of one to four weeks. Intensive courses may be split such that 20 or 30 hours take place within one month, and then ten hours are saved for the week leading up to your practical driving test.

If you choose to split your intensive course, you must book your final ten hours well in advance, ensuring that the first lesson of the final block is before the last date you can rearrange your practical driving test with DVSA without charge (usually five days before your practical test).

Please note that an intensive driving course does not guarantee that you will pass your driving test at the end of it. If your instructor feels that you are not ready for your practical driving test, they will advise you to rearrange your test with DVSA, with as much notice as possible. The driving instructor reserves the right to withhold use of the tuition vehicle for your practical driving test, if they consider that your driving might pose a risk to yourself, the examiner or the general public.

All intensive courses must be paid for in full prior to the start of the course. Your instructor will provide you with a record of the driving lessons you have taken and booked, along with the number of hours remaining on your course.

If you wish to cancel an intensive driving course, you will receive a refund equivalent to the remainder of the balance after payments have been deducted as follows:

- Lessons already taken as part of the intensive course will be charged at the standard hourly rate for driving lessons
- Any cancelled lessons which were due to take place within 24 hours of the cancellation will be charged at the full standard hourly rate
- Any lessons which were due to take place between 24 and 48 hours of the cancellation will be charged at half of the standard hourly rate for driving lessons.

Additional lessons can be added to intensive courses as required, subject to availability. These will be charged at the standard hourly rate.