



## Terms and Conditions

### Driving Licences

- All clients must possess a valid driving licence before any training / assessment can commence.
- Driving licences will be checked before any training / assessment is provided.
- Clients must provide a valid driving licence and DVLA check code whenever requested.

### Eyesight

- At commencement of training / assessment client eyesight checks will be made.
- It is the client's responsibility to make sure their eyesight meets the required standard.
- The instructor may require an opticians report in exceptional circumstances.

### Fitness To Drive

- If any doubt exists regarding the client's fitness to drive, no training / assessment will take place.
- If it becomes apparent that the client is unfit to complete any period of training / assessment, the session will be terminated. It will remain discretionary if the client is offered onward travel.
- Clients must present themselves promptly in appropriate attire, including appropriate footwear, for training / assessment, while maintaining acceptable standards of conduct, cleanliness and hygiene throughout.

### Bookings

- Bookings may be made for training / assessment via telephone, text message, email or directly with the instructor.
- It will be determined that you have accepted these Terms and Conditions when making any booking.
- Bookings may be made individually or block booked.
- All bookings must be confirmed by the instructor and will only be secured once full payment is received.

### Pick-up / Drop-off Locations

- Start and finish locations for each training / assessment will be agreed in advance by instructor and client.
- Any requests to change either start or finish location must be made giving at least 2 clear days notice before training / assessment is due to commence and must be agreed by the instructor.

### Payments

- Payments must be made **IN FULL** at the time of booking.
- Payments can be made via internet banking, cash or card/mobile\* (\*card/mobile payments additional charge +2.5%\*\*)[\*\*corporate payments only]

### 'Cooling Off' Period

- Clients are entitled to a 14 day 'Cooling Off' period in line with regulation.
- The Cooling Off period commences on the day after making the booking.



## Client Cancellations

- A booking can be cancelled at any time.
- Cancellations may be made for training / assessment via telephone, text message, email or directly with the instructor.
- Confirmation of the cancellation must be sought from the instructor.
- If a client does not attend a booking within 15 minutes of the agreed start time, it will be considered a cancellation without notice and no refund will be payable or booking made in lieu. The instructor will no longer remain in attendance.

## Instructor Cancellations

- It may be necessary to cancel any booking without notice. These occasions will be minimised as much as possible. Broad reasons for Instructor Cancellations could include, test priority for another client, instructor is taken ill, vehicle has become un-roadworthy (eg developed brake light fault) or anything else beyond our reasonable control.
- Any cancelled training / assessment will be rebooked with priority.

## Contact

- Clients must maintain periodic contact with their instructor. Should a period of 30 days pass without contact, it will be assumed that training / assessment is no longer required and any advanced payments held, will no longer be refundable.

## Refunds

- Refunds will only normally be made providing at least; 2 clear days notice (individual sessions), 14 clear days notice (whole block bookings & intensive courses) has been given, and will incur a 10% (minimum £10) admin fee.
- When provided, Refunds will only be made for unused whole appointments.
- When applicable, Refunds will only be made to the account from which payment was made.
- Appointments are not transferrable and cannot be transferred to another person, date or time.

## Driving Tests

- Clients may book their own tests.
- It is advisable to only book tests when and where recommended by the instructor.
- A test day booking will normally be of 3 hours in duration. This will allow travel time to and from the Driving Test Centre, a final preparatory practice and the test itself.
- The instructor may accompany the client during the test.
- If, in the instructor's professional opinion, the client's driving ability is not up to the required standard for any driving test, use of the training / assessment vehicle for the purpose of the test can be withdrawn at any time.
- Liability for any test fee lost will not be accepted.



## Insurance

- The training / assessment vehicle will at all times have appropriate insurance cover
- The Instructor will be covered at all times by appropriate Professional Indemnity Insurance (£5,000,000) and Public Liability Insurance (£20,000,000)

## Promotions

- Any promotion offered can be withdrawn at any time.
- Vouchers and offers of free periods of training / assessment are not transferrable.

## Personal Protective Equipment

- It is required that every client must wash their hands before entering the training / assessment vehicle.
- Suitable antibacterial hand gel will be provided by the instructor for the clients use immediately before entering the vehicle, and also at the end of the period of training / assessment.
- Any appropriate masks/gloves worn must not adversely affect the ability to drive safely or limit communication.
- Such PPE as gloves and masks may be provided to the client by the instructor, this may incur an additional fee.
- Should any client refuse to adhere to good hygiene practice, the training / assessment period may be terminated with immediate effect, without notice or refund.
- If either client or instructor starts to feel ill during training / assessment, the session will be terminated immediately.

## Complaints

- Any complaint should be made in writing and sent to [info@acdriver.co.uk](mailto:info@acdriver.co.uk) and titled Official Complaint.
- We will acknowledge your Official Complaint within 3 days and respond fully with 15 days.
- At any time a client may make a complaint about any DVSA ADI/PDI to the Driver and Vehicle Standards Agency.

Government regulations, guidance and best practice will be followed regarding provision of driving training / assessment.

We reserve the right to refuse tuition to any person.

We reserve the right to amend these terms and conditions at any time without notice.

v.1/23

### Accepted Payment Methods

