

Terms and Conditions

- Payments** – Payments must be made either at the start of the lesson with cash or prepaid by bank transfer to the instructor. If multiple lessons are booked in one week, they must be paid for in advance. If prepaying for block lessons, they must be used within 6 months of first payment. Any unused lessons will be lost and no refunds made. (in **exceptional** circumstances, a refund may be given less a £10 handling fee and any lessons already taken will be charged at the full hourly rate at time of refund.)
Cheques – These should be made payable to the individual instructor (with their prior approval) and NOT Caroline's Driving School.
- Cancellations** – If you cannot keep your appointment, at least 48hrs notice must be given (**7days for intensives**) or the lesson will be charged for in full. Occasionally, your driving instructor may have to cancel a lesson at short notice due to unforeseen circumstances. If possible an alternative instructor/car would be sent to do the lesson or it will be rescheduled to a mutually convenient time. If a test has to be terminated due to vehicle breakdown, liability shall be limited to the cost of that test.
- Timekeeping** – Students should try to be punctual for lessons. The instructor will only wait for 10 minutes. If the student is late, the time lost will be counted as part of the lesson. If the instructor is late, the lesson will start from the time of the instructors arrival. If the student is a 'no show' the lesson will be charged at full rate.
- Driver Packs** – please bring your driver pack to all lessons.
- Safety** – If we feel the student is not fit to drive, eg, under the influence of drink or drugs, we will terminate the lesson/test immediately. You must notify your instructor of any change of your ability or entitlement to have driving tuition, for example if your licence has been revoked by a court or for any medical reasons. We will not tolerate aggressive behaviour towards other drivers, ourselves or the DVSA examiners. In these circumstances, the lesson/test will be cancelled and still charged at full price.
- Driving Test** – On the day of your practical driving test, you will need to pay for a minimum of 2 hours. (this is in addition to the driving test fee which is paid directly to the DVSA for an examiner to test you) We reserve the right to refuse the use of our vehicle for your driving test if we feel your driving is not to a consistently safe standard. We would normally give you enough notice to change the test date and therefore no loss of money for you. If within 48 hours of your test, it gets cancelled by the DVSA, you will still need to pay us for the 2 hours but you can normally claim most of this back from them.
- Mobile Phones** – All students should ensure that mobile phones are turned off before the start of their lesson. Remember it is an offence to use a handheld phone while driving. Instructors will not answer the phone while the training vehicle is moving.
- Promotions** – If you prefer your name/photo not to be used for our promotional purposes please tell us.
- Testimonials** - Positive feedback is always much appreciated. This can be done a number of ways, eg Facebook, Twitter or our Blog page at www.carolinesdrivingschool.com Thank you!
- Comments/Complaints** – eg. regarding the conduct of a lesson, the instructor or their car should be made within 48 hours to:- Caroline's Driving School on 07790 178364 .

11. **DVSA code of practice** - All our Driving Instructors abide by the official DVSA code of practice. www.gov.uk/adi-voluntarycode-of-practice

12. **Data Protection** – Any personal information we hold is only for the use of Caroline’s Driving School and their franchisees and for the booking of tests. We do not pass your information to 3rd parties for marketing purposes. Your personal information will only be held for a reasonable amount of time. Please refer to our website for our privacy policy.

I declare my licence is valid and true and I am legally entitled to drive

Name: Signed: Dated:
Address:
.....
Tel:..... Mobile.....
.....
Email:.....
..... Licence
Number.....
.....

Theory Certificate?..... Date of Birth:..... Eyesight ok?..... Glasses/contacts..... (updated March 2020)



Additional terms and conditions due to coronavirus (COVID-19) and the ‘new-normal’ as it develops.

These are in addition to our standard company terms and conditions

Acceptance of these terms and conditions shows understanding, agreement, and mitigates the Instructor and the company of any additional responsibility caused by COVID-19 as long as best practice was followed. This does not affect your statutory rights. The fundamental aim of all interactions between the client/pupil and Instructor is to ensure safety of both individuals and to make the risks involved as low as reasonably possible. It remains the sole responsibility of the client/pupil to raise any concerns, in advance of a lesson or booking.

Due to the risks associated with COVID-19 and the requirements of the Driver Training environment, the Instructor and driving school cannot be held responsible for the health of the client/pupil as long as reasonable measures are taken. To do this, the Instructor will be following government guidelines for vehicles, as published on the .gov uk website

As the COVID-19 situation develops we will be operating a rolling risk assessment. The client/pupil will be informed of any major changes in advance of their booked lesson.

Due to the increased use of chemicals being used to ensure a clean working environment, please consider any additional health risks and advise your instructor of any concerns. If you need an inhaler, EpiPen or similar please inform your instructor and ensure you have it in an accessible place.

Personal Protective Equipment (PPE)

Suitable PPE (a face covering) will be worn by your instructor. If you have any concerns about your instructor please raise them with the office on 07790 178364 directly - we are all trying to keep each other safe.

Client/Pupils – You will be required to wear a face covering, unless unable to for medical reasons, in which case we must be informed at least 48 hours before the lesson. You must also take suitable steps to ensure your own safety. These steps include washing/sanitising hands before entering the vehicle and advanced warning of any symptoms.

Please discuss any religious, cultural or other restrictions with your Instructor in advance of the lesson. This may include, but is not limited to, sanitiser or cleaning products which may contain alcohol. By Continuing to undertake lessons with Caroline's Driving School confirms your acceptance of these terms and conditions.

If COVID-19 symptoms occur to yourself or any members of your household (as outlined on the NHS website) you must contact your Instructor immediately. If you show any symptoms of COVID-19 there will be no short notice cancellation charge for either driving lessons or driving tests and a 14 day isolation period starting from that date in which lessons cannot be taken.

If you receive contact from 'Track and Trace', you must notify your instructor or the driving school immediately.