

## Lesson Booking Terms and Conditions



It is deemed that these terms and conditions are accepted upon booking your first appointment and may change from time-to-time. Please check [www.udidit.co.uk](http://www.udidit.co.uk) for any amendments.

### Standard Driving Lesson Bookings

- (1) All appointments are confirmed at the time of booking and the client becomes responsible for payment at that point. **Please Note: THERE IS A 25% SURCHARGE FOR ANY LATE PAYMENT**

It is accepted that under the occasional exceptional circumstance, lessons need to be cancelled or rearranged. In order to continue providing a reliable service to all clients, cancellations and rebooking can be made up to 48 hours prior to the appointment time without the client incurring a charge.

Late cancellation is deemed to be any time within 24hrs of the appointment time. The charges for late cancellation are set as;

- a) Less than 24 hours notice – 100% of a standard lesson fee for each hour cancelled\*
- b) If you are unavailable for the lesson when the instructor arrives - 100% of a standard lesson fee for each hour unattended

\*If the lesson is rebooked and attended within 3 days of the original appointment no charge is made for the late cancellation. This is subject to availability. The instructor reserves the right to request payment in advance for future bookings from clients who persistently cancel without sufficient notice. Your instructor also reserves the right to refuse further bookings following persistent cancellations.

- (2) Should your driving instructor need to cancel or rearrange, the equivalent terms and conditions apply.
  - a) Greater than 24 hours notice – No reduction in the next lesson fee
  - b) Less than 24 hours notice – 100% reduction of the next lesson fee.\*\*

\*\* Excluding, but not limited to, unavoidable reasons such as; mechanical breakdown, road traffic collision, road closures, heavy traffic conditions, delays during the driving test, sudden illness. Alternative offered within 3 days.

### Fast-track (intensive) Courses/Instructor Training Courses

- (3) All intensive course appointments are confirmed at the time of booking and a deposit of 50% of the agreed course fee is required. The client becomes responsible for full payment within 7 days of the course start date. It is accepted that under the occasional exceptional circumstance courses in full or part may need to be cancelled or rearranged. In order to continue providing a reliable service to all clients, cancellation or rearrangement can be made with up to 7 days notice.

Late cancellation is deemed to be any time within 7 days of the course start date. The charges for late cancellation are set as;

- a) Greater than 7 days notice – No charge
- b) Less than 7 days – the 50% deposit becomes non-refundable\*\*\*

\*\*\*If the course is rebooked and attended within 7 days of the original course start date, no charge is made for the late cancellation. This is limited to one rearrangement.

- (4) Although your driving instructor will make every effort to arrive either early or on time for your lesson, from time-to-time prevailing traffic conditions and/or other unforeseen circumstances may cause lateness. Whenever safe, legal and possible, your driving instructor will contact you either by phone or SMS message to let you know of any expected delay. Under these circumstances your driving instructor will agree a suitable course of action such as, but not limited to, reducing your lesson duration and charging you pro-rata or adding time to your next lesson.



### Use of Tuition Vehicle for the Practical Driving Test

- (5) Priority will be given to clients who use the driving instructor's ADI reference number when booking a test appointment. You must consult your driving instructor regarding tuition vehicle availability BEFORE booking your practical driving test, especially where short-notice bookings are made. Should you fail to consult with your driving instructor, availability cannot be guaranteed and the client remains responsible for any financial loss this may incur.
- (6) As the subject matter expert, your driving instructor reserves the right to withhold the use of the tuition vehicle if it is considered that you are not making sufficient progress towards test standard or are not at test standard. To avoid the client's loss of test fee, sufficient notice will be given by the driving instructor in line with the prevailing DVSA test booking cancellation policy. (Excluding short-notice tests booked by the client).
- (7) On the day of the test, payment for the tuition vehicle is required to cover a minimum of 2 hours at the prevailing lesson rate. This covers the hour prior to the test, the test duration and the return home or agreed drop-off point. **THE VEHICLE MUST BE RETURNED IN THE SAME CONDITION TO AVOID INCURRING REPAIR COSTS.**
- (8) The client remains responsible for meeting licensing requirements at all times and taking and producing the required documentation and meeting the minimum eyesight requirements on the day of the practical driving test. The client remains responsible for any costs incurred for failing to do so.
- (9) While every effort is made to maintain the tuition vehicle to a high standard, in the event of it developing a mechanical or electrical fault which excludes it from being suitable for use on the day of the test your driving instructor will where possible provide an alternative vehicle. If it is not possible your instructor will rebook a replacement test at no further cost to the client.
- (10) The tuition vehicle will be handed over to the client in full working order for use prior to the practical driving test. Once this hand-over is complete no responsibility will be held by the driving instructor for any mechanical or electrical defects which develop during this time and which may incur a loss of the test fee.

### Legalities and Fitness to drive

- 11) Your driving instructor operates a policy of 'zero-tolerance' to driving under the influence or effects of drink or drugs (including prescription medicines which may affect driving) and reserves the right to refuse tuition and charge the full lesson fee should they have any suspicion that you may be unfit to drive.
- 12) The client remains responsible for ensuring they continue to hold a current and valid provisional or full driving licence or a valid current international driving licence meeting the terms of UK and EU law and must produce the relevant licence on demand.

### Payment and Refunds

- 13) Payment is due prior to the lesson being delivered. Ask your Driving Instructor for more details of accepted payment methods. No credit period is available.
- 14) Invoices for late cancellation payments may be sent via email with payment due immediately. This will include a 25% surcharge to cover administrative costs.
- 15) Block-bookings: Refunds of unused fees will be equal to the remaining amount minus; any discount which has been applied for block-booking; any transaction fees and refunded to the person who made the payment.