

TERMS AND CONDITIONS



In order to have driving lessons you must:

Be aged 17 or older (16 or over if disabled)

Hold a driving licence that is **valid for the UK** (provisional, full or an appropriate foreign licence)

It is **your responsibility** to provide your instructor with proof that you have a valid licence to drive before the commencement of your first driving lesson.

If you **fail to provide** this proof, your instructor is entitled to **refuse** to conduct the driving lesson but may **still charge you** for such driving lesson.

PAYING FOR LESSONS

PAYING YOUR INSTRUCTOR DIRECTLY

You can pay for lessons by paying your instructor directly

Your instructor will confirm which payment methods they can accept. If you pay your instructor directly **A+ driving school** does **not accept any responsibility** for any payments you make directly to your instructor.

REFUND POLICY

A+ driving school operates a “**No Quibble Refund Policy**”.

If you decide you no longer wish to have driving lessons with **A+ driving school**, we will refund any funds prepaid for full price hourly lessons in line with the refund terms below, without charge.

For security reasons, any refund of your funds will be made back to the card / bank details from which the original payment was made, or PayPal refund if the payment made by PayPal.

If for any reason refund can not be made, **A+ driving school** reserves the right to verify the identity of the person requesting the refund and seek verification of the validity of any alternative card or bank account details provided by you.

Our “**No Quibble Refund**” only applies to funds paid for full price lessons as any discount for block bookings is applied as a guarantee of completing those hours.



Any funds paid directly to your instructor are not protected by this guarantee.

Funds paid to **A+ driving school** or your instructor for prepaid driving lessons to be provided by your instructor **must be applied** to driving lessons by you **within six months** of the date of your original payment. You acknowledge that **after the expiry** of this six month period, **you will not** be entitled to a refund of any funds not applied to driving lessons or to utilise these funds for booking further driving lessons.

REDEEMING PREPAID LESSONS

You and your instructor are responsible for agreeing such matters as the timing, location and duration of individual driving lessons.

You must notify your instructor of any matters existing at any time that may affect your ability or entitlement to have driving lessons, for example, but not limited to, any lack, or loss, of a valid driving licence.

Your instructor **cannot guarantee** that they **will be available each time you choose** to request a driving lesson. It is your responsibility to agree and confirm the timing of lessons with your instructor.

The **price per hour** for driving lessons **may change** from time to time but, driving lessons purchased prior to such a change will be **delivered at the price originally paid**. Subsequent lessons purchased will be at the new price.

CANCELLATION POLICY

You must give at least 48 hours' notice to your instructor if you wish to cancel or re-arrange a booked driving lesson. **Failure** to do so may result in your instructor **charging you the full amount for that driving lesson**.

TRANSFERRING PREPAID LESSONS

You cannot sell or transfer driving lessons which have been purchased in your name to **any other person**.

In the event of a **query or dispute about any aspect** of your driving lessons or your instructor, you **should contact** them in **the first instance** or **A+ driving school** within 72hours and we will endeavour to resolve the issue promptly.



TERMS AND CONDITIONS GENERAL

- Driving lessons are **only available** to those who hold a **driving licence valid in the UK**.
- Your instructor reserves **the right to refuse** to provide you with driving lessons **or to cancel** any driving lessons you have booked, **if you fail to provide** proof of an appropriate licence **prior to your first driving lesson**.
- **A+ driving school** does **not guarantee** that a **specific instructor, vehicle, or driving lesson time** will be available.

OFFERS

- **A+ driving school** reserves the right to remove or amend any offers at any time.
- **A+ driving school** reserves the right to **reject a purchase** of any offer if it is deemed inappropriate for either the **customer** or the **Driving Instructor**.
- Details of our current offers can be found on our website: www.a-drivingschool.co.uk
- **Introductory lessons** are available **only once** per customer.
- **Any lessons** purchased as **part of an offer** are **non-refundable** unless the package has not been used.

LIABILITY

Your instructor and/or **A+ driving school** are not liable to you **for any loss** or damage caused where, and to the extent that:

- There is no breach of a legal duty owed to you by the relevant person or body;
 - Such loss or damage is not a reasonably foreseeable result of such a breach of a legal duty;
 - Any such loss or damage, or increase in the same, results from any breach or omission by you;
- or
- Any such loss or damage results from circumstances or matters outside of the reasonable control of the relevant person or body.

Your instructor and/or **A+ driving school** shall not, in any event, be liable for losses relating to any business interests you may have including, without limitation, lost profits, loss of opportunity or business or business interruption.

Nothing in these Terms and Conditions will affect any statutory rights you may have as a consumer.



USE OF PERSONAL DATA AND INFORMATION

Personal data, and/or information about you, that you provide to **A+ driving school** and/or your instructor may be used to:

- Identify you;
- Help administer, and contact you about improved administration of, any accounts, services and products provided to you;
- Trace debtors, recover debt, prevent and detect fraud, and to manage your accounts or insurance policies; and check your identity to prevent money laundering unless you give us satisfactory proof of identity;
- Carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
- Help identify accounts, services and/or products which we feel may be of interest to you. We may do this by automatic means using a scoring system, which uses the personal data and/or information you have provided, any information we hold about you, and information from third party agencies (including credit reference agencies);
- Contact you in any way (including mail, email, phone, text) until your tutoring time is finished with **A+ driving school** .
- Provide personal data and/or information that has been legitimately asked for by legal or regulatory bodies or where we are required to provide it as part of legal proceedings or prospective legal proceedings.
- We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, compliance and training purposes.
- We may check your details with fraud prevention agencies. If you provide false or inaccurate personal data and/or information and we suspect fraud, we will record this and may provide this information to fraud prevention agencies and other relevant authorities including the police.