

Lune Valley Driving School

Terms and Conditions

When booking driving lessons with Lune Valley Driving School, you confirm that you have read, understood, and agreed to the following Terms & Conditions:

1. Bookings & Payment

Lessons are **2 hours as standard**. Alternative durations are only available in exceptional circumstances and by prior agreement.

To secure your lesson slot, payment must be made at the time of booking or **no later than one week before your lesson**. If payment is not received by this deadline, your slot may be released and offered to other learners.

Bank transfer or payment through Total Drive is preferred. Both offer a convenient way to pay for your lessons in advance and keep a clear record of your payments.

Bank transfers avoid Total Drive service fees, while Total Drive gives you the flexibility to pay by debit or credit card, Google Pay or Apple Pay.

If paying by cash, payment must be made at your previous lesson to secure your next booking.

2. Cancellations & Lateness

Please give at least 48 hours' notice if you need to cancel or rearrange a lesson:

- **48 hours' notice or more:** No charge.
- **Less than 48 hours' notice, or failure to attend:** The full lesson fee (100%) will be charged.

Genuine emergencies will be considered at the instructor's discretion.

Please arrive on time. Late arrival will not normally extend the lesson. Any delay caused by the instructor will be adjusted to compensate for lost time.

3. Licence & Fitness to Drive

You must hold a valid UK Provisional or UK Full driving Licence, meet the legal eyesight standard and be fit to drive.

You must inform the instructor immediately of any changes to your medical condition that may affect your driving licence or ability to drive safely.

The instructor reserves the right to cancel, refuse or end a lesson if, at the time of the lesson, they have reason to believe that you are under the influence of alcohol, drugs or any other substance, or if there are any circumstances that make the instructor uncomfortable proceeding with the lesson. This includes concerns about your ability to drive safely due to medication, illness or excessive tiredness.

If the instructor reasonably believes that you do not meet the fitness-to-drive requirements, the lesson will be cancelled or ended and you will remain liable for the full lesson fee.

4. Driver Responsibility

You will remain under close supervision while driving the school vehicle. Although your instructor is there to teach and guide you, you are responsible for driving safely and complying with the law. Any fines incurred as a result of your driving will be your responsibility.

5. Hygiene & Clothing

As lessons take place in a confined space, please maintain good personal hygiene and wear appropriate clothing. Suitable footwear that allows safe and effective control of the pedals must be worn.

6. Conduct

Learners are expected to behave respectfully and follow reasonable safety instructions. Abusive, threatening or inappropriate behaviour may result in the lesson being ended and future lessons being refused.

7. Practical Driving Tests

We will work together to help you reach the standard required for your practical driving test and develop a thorough understanding of the skills set out by the DVSA.

Please ALWAYS check with your instructor before booking a practical test if you intend to use the tuition vehicle.

In the interests of safety, Lune Valley Driving School reserves the right to withdraw the use of the school vehicle for your practical driving test, without prior notice, if your instructor considers your driving to be unsafe or if you have not demonstrated the required standard by passing a mock driving test. The instructor's decision is final.

If using your own vehicle and accompanying driver, you are responsible for test compliance and appropriate insurance.

8. Instructor Cancellations

Although rare, lessons may occasionally need to be rearranged due to illness, vehicle problems, severe weather, or other circumstances beyond our control.

As much notice as possible will be given, and you will not be charged for any lesson cancelled by your instructor for these reasons. Cancellations relating to your fitness to drive are covered by section 3.

9. Pre-paid Lessons & Refunds

Prepaid lessons, block bookings and packages will normally expire 12 months from the date of purchase. Any applicable expiry period will be confirmed at the time of booking.

Where applicable, any unused prepaid lesson hours will normally be refunded at the original rate paid, less the cost of any lessons already taken.

10. Privacy & Communication

Personal information will be handled in accordance with our Privacy Notice.

I take confidentiality very seriously and am committed to protecting your personal information.

Lune Valley Driving School is registered on the Information Commissioner's Office (ICO) Data Protection Register.

Prompt replies to booking messages are essential.

Unconfirmed lesson slots cannot be held and may be offered to another learner.

11. Liability

To the extent permitted by law, the instructor accepts no liability for loss, damage or injury arising from a driving lesson. This does not exclude or limit liability for death or personal injury caused by the instructor's negligence, or any other liability that cannot legally be excluded. Nothing in these terms affects your statutory rights.

You are responsible for your personal belongings during lessons. To the extent permitted by law, Lune Valley Driving School accepts no responsibility for any personal belongings lost or damaged during a lesson. This does not exclude or limit any liability that cannot legally be excluded.

12. Agreement

These Terms & Conditions are intended to ensure lessons are safe, fair and professional for everyone.

By booking or attending a lesson, you confirm that you have read and accepted these Terms & Conditions.

**Lune Valley Driving School
Bryan Ingram (ADI)**