

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.

Payment is required within **72 hours of booking** to secure your lesson. Bank transfer is preferred, with approved student app payments also available. Cash is accepted only by prior agreement. Unpaid slots may be released to another learner.

2. Cancellations & Lateness

Please give as much notice as possible when cancelling or rearranging:

- **48+ hours:** No charge
- **Under 48 hours:** Up to 50% charge
- **Under 24 hours/no-show:** Up to 100% charge

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.

Lessons may be refused or ended if there are concerns about your ability to drive safely, including through alcohol, drugs, medication, illness or excessive tiredness.

4. 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.

5. 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.

6. Driving Tests

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

Use of the tuition vehicle for your test is at the instructor's discretion and requires a safe standard of independent driving. The instructor's decision is final.

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

7. 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.

8. 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.

9. Privacy & Communication

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

Prompt replies to booking messages are essential.

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

10. 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.

Bryan John Ingram (ADI)

Lune Valley Driving School