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)

Lune Valley Driving School

Privacy Notice

At Lune Valley Driving School, I take your privacy seriously. This notice explains what personal information I collect, why I need it, how I look after it and your rights.

1. Who I Am

Lune Valley Driving School
Bryan Ingram — DVSA Approved Driving Instructor (ADI)
Telephone: 07348 743984
Email: lunevalleydrivingschool@gmail.com
Website: www.lunevalleydrivingschool.co.uk

2. Information I Collect

To provide and manage your driving lessons, I may collect:

- your name and contact details;
- driving licence information;
- lesson, booking and progress records;
- payment records; and
- information you provide when contacting me.

I only collect information that is reasonably needed to provide and manage my services.

3. How I Use Your Information

I may use your information to arrange and provide lessons, manage bookings and payments, keep appropriate records, assist with driving-test arrangements, respond to enquiries or complaints, and meet legal, insurance or regulatory requirements.

4. Photos and Social Media

To celebrate pupils' achievements, I may ask to take a photo after you pass your driving test.

With your permission, your photo may be shared on the Lune Valley Driving School website or social media. Taking part is completely optional and choosing not to have your photo taken or shared will not affect your lessons or the service you receive.

You can withdraw your permission for future use at any time by emailing lunevalleydrivingschool@gmail.com. Where reasonably possible, I will remove your photo from the website and social media, although I may not be able to remove copies that have already been shared or saved by others.

5. Sharing Your Information

I will never sell your personal information.

I may share information with trusted organisations where reasonably necessary to provide my services, process payments, deal with insurance matters or meet legal or regulatory requirements.

6. How Long I Keep Information

I keep personal information only for as long as reasonably necessary. Some records may need to be kept longer for legal, accounting, insurance or regulatory reasons. Information that is no longer required will be securely deleted or disposed of where reasonably practicable.

7. Keeping Your Information Safe

I take confidentiality very seriously and take reasonable steps to safeguard your personal information against loss, misuse and unauthorised access. I am also registered on the Information Commissioner's Office (ICO) Data Protection Register.

8. Your Rights

Depending on the circumstances, you may have the right to ask for a copy of your information, have incorrect information corrected, request deletion or restriction of your information, object to certain uses, or withdraw consent.

To ask about your information or exercise your rights, email lunevalleydrivingschool@gmail.com.

9. Website Cookies

The website may use cookies to help it work properly and understand how it is used. Where consent is required, you will be asked for it.

10. Questions or Complaints

If you have any concerns about how your information is handled, please contact me first at lunevalleydrivingschool@gmail.com and I will do my best to resolve them.

You also have the right to complain to the Driver and Vehicle Standards Agency (DVSA).

11. Updates

I may update this notice from time to time. The latest version will be available on the Lune Valley Driving School website.

Lune Valley Driving School
Bryan Ingram