



## **Let's Torque Driving School – Terms & Conditions**

We enjoy training all of our drivers. To continue to ensure training runs smoothly for both the pupil and the Instructor - (INSTRUCTOR FULL NAME) **we require acceptance of the following Terms & Conditions.** This contract is between the instructor and the pupil only.

*Don't worry at all, you really won't be signing your life away!*

### **1. Bookings and Lesson Duration:**

- INSTRUCTOR NAME will do his utmost to maintain regular lesson slots at the same time each week to ensure continuity of learning. As much as he tries this cannot always be guaranteed!
- The minimum lesson period is 2 hours. If for any reason, INSTRUCTOR NAME is late for the lesson, he will make a concerted effort to inform the pupil of the estimated time of arrival, and where possible the lesson will be extended by the time due – if this is not possible the outstanding time will be carried forward to the next suitable lesson.

### **2. Training Locations:**

- All lessons will start and finish at the same location unless alternative arrangements are made in advance. By default this is usually the pupil's home address. We can be flexible but this is at the sole discretion of the Instructor.
- INSTRUCTOR NAME will always use the best practical locations for lessons to take place which will ensure both pupil and public safety – this can require the need for the Instructor to drive the pupil to and from the lesson location. (Usually in the early stages of any training.) This journey time forms part of the paid for lesson but can still be used as an opportunity to introduce/debrief the lesson at the same time.

### **3. Payments and Cancellations:**

- **Lesson fees are payable immediately for the next upcoming lesson, this acts as a deposit for your lesson. Repeated non payment will result in immediate termination of driver training.**
- If you need to cancel or re-arrange a lesson **at least 48 hours notice** will be required.
- **Failure to give at least 48 hours notice will result in the instructor charging a cancellation fee at your full lesson price.**

INSTRUCTOR NAME reserves the legal right to cancel a lesson at short notice if it is suspected that the pupil may be unfit due to the effects of alcohol, drugs (prescribed or otherwise) or any other condition that would cause his/her driving to be dangerous or illegal. **In such circumstances the lesson fee will be payable.**

## 4. Driving Tests and Bookings:

INSTRUCTOR NAME reserves the right to refuse use of a driving school vehicle for test if he considers:

1. That provision of a vehicle could cause a risk to public safety.
2. In his professional opinion, the chances of passing the test are unrealistic.

***The Instructor's professional judgement is final.***

- Where a school car is used for test, the booking period will be based upon the Instructor's normal diary schedule.
- In the event of the driving school car being unavailable on the day of the practical test for reasons of illness on **our part**, or for reasons of mechanical failure, INSTRUCTOR NAME will refund test fees incurred by you **in full**.
- In the very unlikely event that the pupil damages any part of the tuition car in any way, (Bumps, scrapes, door mirrors etc, not covered under standard insurance policy.) a repair fee may be charged at the discretion of the instructor.
- INSTRUCTOR NAME cannot be held responsible for test appointments **cancelled by the DVSA due to bad weather, sickness, staff shortages or other reasons**. Such cancellations are beyond my control and therefore the lesson fee and 'use of car' fee for the booked period will be charged. INSTRUCTOR NAME will advise about how to claim compensation from the DVSA should this ever arise.

## 5. Code of Conduct:

- INSTRUCTOR NAME agrees to abide by the conditions of the DVSA's '*Approved Driving Instructor Code of Practice*.'
- In the unlikely event of complaint or dispute the guidelines of the *Code of Practice* will be adhered to.

## 6. Your Rights:

- Let's Torque Driving School may keep a paper and/or electronic record of your name, residential address, email address and contact number for the period of time you are with us and for up to 2 years thereafter. This is for us to contact you if required, and is only kept within the School.

- We process information using your driving licence number and national insurance number to do an online licence check (using the official Government DVLA website) to access your driving licence information. After the check is complete, we do not retain national insurance number.
- **We will only use your email address to provide you with this electronic copy of our T's & C's which need to be signed and returned digitally before training can commence.** (Don't worry we use software that makes this easy and we can help you through it if you have any trouble.)
- For Insurance and safety purposes; our tuition vehicles may be fitted with a forward facing dashcam that records audio and visual information at all times. Footage is only kept for insurance/teaching purposes and by accepting you agree for this to take place.
- Let's Torque Driving School may use pictures and /or videos to promote its successes of its pupils on the website & social media after the pupil has been asked first. Only a first name and surname initial will be used.

Under GDPR (General Data Protection Regulation) you have the right to:

- Be further informed of information we hold on you
- See the information we hold on you
- Rectify the information we hold on you
- Erasure of information we hold on you
- Restrict our processing of information on you
- Object Let's Torque Driving School to holding information on you.
- In the unlikely event of a data- breach, Adam will contact you to inform you.

Let's Torque Driving School reserves the right to change and alter any of the terms and conditions without notice, but will endeavour to politely inform pupils of any changes as soon as possible.

## 7. Complaints Procedure:

- Please bring to our notice of any complaints that you may have and we will endeavour to address the situation promptly. In the event that you are not satisfied you may then make reference to the registrar of Approved Driving Instructors who will consider the matter and advise accordingly.

Please feel free to contact Adam Hughes (**School Director**) on 07493 603183 or by email - [letstorquedriving@gmail.com](mailto:letstorquedriving@gmail.com), should you wish to discuss matters further.

***\*If you are under the age of 18, you must ensure a parent or guardian with parental responsibility signs on your behalf.***

Pupil Signature: .....

Parent/Guardian Signature .....

Pupil Name .....

Parent/Guardian Name .....

Date .....

Date .....



LET'S TORQUE  
DRIVING SCHOOL