

Driving Rocks Terms & Conditions

Driving License

All clients must ensure they hold a valid, signed and current driving license, both the plastic card and the DVSA online driving record must be produced at the first lesson.

Insurance

All clients are insured to drive our training vehicles, provided they are licensed to drive, and are accompanied by an authorised Instructor or a DVSA approved examiner.

Disabilities

Clients must inform their instructor if they have any disabilities that could affect their ability to drive.

Personal Property

Driving Rocks accepts no liability for personal property which is left in a training vehicle. In addition, in the interests of safety, all client mobile phones must be switched off before commencement of any driving lesson.

Fees

Payment for driving lessons can be made online by debit or credit card, alternatively directly to the instructor in cash on the day of the lesson. Payments should be made prior to or at the start of each lesson. All lessons must be used within one year of their purchase date, after such time they expire and are non-refundable.

Where refunds are required from block bookings, clients should note that they will no longer benefit from the block-booking discounted rate, and will be refunded their payment minus lessons taken, charged at the single-lesson rate. All accounts must be cleared before proceeding on an official driving test. Where payments are made directly to an instructor and not through the office, Driving Rocks accepts no responsibility for any failures on the part of the Instructor to carry out his/her obligations.

Cancellations / Postponements: By Clients

The client **MUST GIVE A MINIMUM OF 48 HOURS NOTICE** if they wish to postpone or cancel a driving lesson. Failure to do so will result in the client being liable for that lesson fee in full. Any client who fails to attend a pre-arranged lesson will be liable for that lesson fee in full. Cancellations and postponements can be made to Driving Rocks between 8:30am and 5:30pm, Monday to Friday, by calling the office on 07809331818. Please note that "time

of cancellation” when using an answer phone message will be taken as the time when this message is received by staff, not as the time when it was recorded.

Cancellations / Postponements: By Driving Rocks

Every care will be taken to ensure clients receive tuition at their requested times. All bookings are made on the understanding that Driving Rocks is not responsible for any postponement due to traffic conditions, mechanical failure, adverse weather conditions or any other case beyond our control. On occasion, instructors may be slightly late for client lessons due to the aforementioned conditions, but will make up for any time lost in full. Instructors retain the right to cancel lessons at full charge, if they deem the client unfit to safely undertake the lesson due to self-induced circumstances (e.g. alcohol, drugs). It should also be noted that Driving Rocks prioritises official driving tests, and as such, lesson times may on occasion be altered to accommodate client tests.

Driving Test

Driving Rocks reserves the right to withhold the training vehicle if, in the Instructor’s opinion, the client has not met the required standard. The school is not responsible for any Test Appointment postponed or cancelled by the DVSA. Driving Rocks is not responsible in the event that a client requires more than the average number of lessons stated by the DVSA to reach test standard.

Clothing

In the interests of comfort and safety, clients are advised to wear comfortable footwear and unrestrictive clothing during driving lessons. Your instructor will happily offer any advice on this subject.

Guarantee

All our Instructors are self-employed franchisees of Driving Rocks. Driving Rocks acts as an agent of the instructors and guarantees that all Instructors giving tuition are legally authorised to do so.

Complaints

Clients should in the first instance raise any concerns directly with their instructor. Should any further assistance be required please contact the Driving Rocks office on 07809331818

By booking Lessons with Driving Rocks, you are agreeing to the above terms and conditions.