**Matt Shurmer Driving School 0333 772 9897**

The following terms and conditions represent the basis, upon which training is offered by your Instructor, with Matt Shurmer Driving School Ltd:

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| Current standard Lesson Fees are:  £30 per hour or £230/ 8 hours  £80- TEST DAY FEE (maximum 2½ hours of the use of the car)  In the event that pre- pay deals are not completed for any reason, before you pass the practical test, any used training time will be re-calculated at the normal lesson rate and the remainder refunded accordingly. |

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| **LESSONS CANCELLED AT SHORT NOTICE**  **(LESS THAN 48 HOURS NOTICE) WILL ALWAYS BE CHARGED**  **(we run this very strictly)** |

***The provision of training is subject to the acceptance of these terms and conditions.***

**1. Bookings and Lesson duration:**

Your instructor will endeavour to maintain regular lesson slots at the same time each week to ensure continuity of learning. **However, this cannot be guaranteed.**

The minimum lesson period is 2 hours. If, for any reason, the instructor is late for the lesson he/she 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 extra time will be carried forward to the next suitable lesson.

**2. Training Location:**

All sessions will start and finish at the same location unless alternative arrangements are made in advance.

The instructor will determine a location for practical lessons which ensures both the pupil’s and public safety – this means that the instructor may need to drive the pupil to and from the lesson location; this journey time forms part of the lesson as paid for.

**3. Payments and Cancellation:**

**Tuition fees are always payable at least 48 hours in advance of the lesson.**

If you need to cancel or re-arrange a lesson **at least** 48 hours notice will be required for lessons.

**Failure to give at least 48 hours notice will ALWAYS result in us charging a**

**cancellation fee at your full lesson price.**

The instructor reserves the 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.**

**If a block booking payment is made, and the full amount of lessons is not used for any reason, a refund of any lessons unused will be paid to the pupil. This will be paid on the basis that any lessons taken within the block booking are charged at the standard hourly rate.**

**4. Driving tests and bookings:**

Your instructor reserves the right to refuse use of a driving school vehicle for test if he/she considers that provision of a vehicle could cause a risk to public safety.

We reserve the right to withhold the use of the driving school car for practical test if, in our opinion, the chances of passing the test are unrealistic.

Where a school car is used for test, the booking period will be based upon the instructor’s normal diary schedule.

**This will require a maximum 2 hour 30 minute booking charged at £80.**

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, we will refund test fees incurred by you **in full.**

Your instructor 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 the control of your instructor and therefore the lesson fee and ‘use of car’ fee for the booked period will be charged. Your instructor will advise about claiming compensation from the DVSA.

**5. Code of conduct:** Your instructor agrees to abide by the conditions of the **Professional Code of Conduct.** In the unlikely event of complaint or dispute the guidelines of the Code of Conduct will be adhered to.

**6. Your rights:**

These conditions do not affect any protection that you have under consumer legislation.

We reserve the right to change or alter any of the terms and conditions without notice, but will endeavour to inform pupils of any changes as soon as possible.

**7. Complaints procedure:**

Please bring to our notice any complaints that you may have and we will endeavour to address the situation.

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.