

01/04/2025

### Driving Lesson Policies, Terms & Conditions

By submitting your driving lesson enquiry and booking through the Parker-Up website or over the phone/email you are agreeing that you understand and accept the Terms and Conditions related to the provision of driving lessons with your Parker-Up Instructor.



Please sign a copy of our Driving Lesson Terms & Conditions via the GoRoadie app or a physical copy. **If you are under the age of 18 a parent or legal guardian must agree to the terms and conditions on your behalf.**

Please note all Parker-Up Instructors are self employed and your adherence to these terms and conditions will ensure a sustainable service for all pupils.

#### Requirements.

Pupils must be aged 17 years or older to be able to take driving lessons in accordance with UK law.

As part of the onboarding process all pupils will be required to provide a check code from the .Gov website

<https://www.viewdrivingrecord.service.gov.uk/driving-record/licence-number>

Pupils must certify that they hold a valid driving licence to drive Parker-Up tuition vehicles. Pupils must inform their instructor immediately if they receive any endorsements on their driving licence during the period they are receiving tuition.

#### Payment/Cancellation/Tuition

Parker-Up uses a Monzo personal payment link and a web app called GoRoadie to manage lessons and pupil records, this shows progress, notes and can be used to update times of availability and will provide reminders of booked lessons. Whilst every effort will be made to ensure a driving lesson is available, there is no guarantee that it will always be the same time or day of the week. Notice of a lesson offer sent by Go Roadie must be followed by **payment for the lesson in full 48hrs before the lesson**. Lesson fees and discounts are at the discretion of your Instructor.

The 'check in' facility in GoRoadie holds the space until 48hrs, if no payment is made the lesson may be openly offered.

Pupils must provide their instructors with a **minimum of 24hrs notice to cancel** a booked driving lesson. Should the Pupil fail to give the instructor adequate notice, then the Pupil is liable to pay the full driving lesson fee.

Future bookings may require immediate card payment (including bank service charge) Continuation of services is at the discretion of the Instructor.

If a payment link is not available payment can be made using the Pupils name as reference to the details below.

Monzo Bank  
Parker-Up Driver Training  
Sort 04-00-03  
Account 56712321  
Reference Pupils Name

Parker-Up reserves the right to change the hourly lesson rate at any time for new driving lesson bookings. 14 Days prior notification to Existing Pupils will be given.

The minimum duration of any driving lesson(s) is 2hrs (Additional hours can be purchased at the full rate \*£40 as of 01/01/2025)

If for any reason outside the instructor's control it is not possible to deliver the full duration of a driving lesson, any remaining time will be added to a later driving lesson. It is the responsibility of the Pupil to ensure that this is logged by the instructor.

Instructors reserve the right to rearrange lessons at short notice in the event of mechanical breakdown or other difficulty outside their control. Cancellation is always a last resort but on occasion the maximum notice possible will be given.

Pupils must pass the DVSA eyesight check before starting their driving lessons. Instructors are required to cancel driving lessons should Pupils fail this assessment.

Instructors are at liberty to refuse to proceed with a driving lesson if he or she has reason to believe that a Pupil is in any way under the influence of drink or drugs.

Instructors will endeavor to teach their Pupils the correct driving skills according to the recommended syllabus issued by the DVSA within the minimum number of driving lessons required.

Pupils should be aware that their instructor's primary objective is to promote road safety and in doing so, they may be required to take control of the vehicle. Instructors will make every effort to instruct Pupils to the highest standard but can in no way be held liable for any errors that Pupils may make whilst driving unaccompanied by their instructor, either before or after passing their driving test.

The instructor will accept no liability for accidents, injury or damage to any Third Party caused by the Pupil's recklessness or negligence during a lesson.

### Driving Tests

Driving tests may only be arranged with the prior agreement of both the Instructor and the Pupil. Failure to disclose a pre-booked test may result in withdrawal of the tuition vehicle for the test.

Instructors reserve the full right to withhold the use of their tuition vehicle for a driving test for any reason.

In the event of refusal by the Parker-Up Instructor the pupil will still be able to use their own vehicle. No instructor PRN number or attendance will be authorised or used in this situation.



The pupils own vehicle must be accompanied by an appropriate licence holder, be road legal, Insured for a test and meet DVSA requirements see; [www.gov.uk/driving-test/using-your-own-car](http://www.gov.uk/driving-test/using-your-own-car)

Pupils must make a payment to Parker-Up for use of their tuition vehicle which includes time spent travelling to and from the test centre for a driving test, the equivalent of 2.5hrs at the prevailing full hourly rate (\*£100.00 01/01/25)

Payment for sitting a practical driving test is paid by the pupil directly to the DVSA and is subject to DVSA terms and conditions and fees.

On occasion the Instructor account is used to book a test must be paid for by the pupil in advance of the test date at the standard DVSA test rate charged to the instructor account.

By mutual agreement the pupil may request to attend a test in their own vehicle; the Parker-Up instructor reserves the right to refuse attendance, if in their belief the required driving standards or vehicle requirements will not be met. No concession is made in relation to charges for attending a test in this arrangement.

Any complaints are to be dealt with in accordance with the ADI (Approved Driving Instructor) Code of Practice.

If the Pupil consents, the Instructor may take photographs / videos of the Pupil after their Driving Test and request a Customer Review. The Pupil will receive the review request via SMS or email sent by either the Instructor, Parker-Up, or Third-Party Review companies such as TrustPilot.

Nothing in these Terms and Conditions will affect any statutory rights you may have as a consumer.

Parker-Up reserves the right to change and amend these Terms and Conditions at any time without prior notice. In the event that any changes are made, the revised Terms and Conditions shall be posted on [driveparkerup.co.uk](http://driveparkerup.co.uk)

### Complaints

If you wish to make a complaint, please contact via email [driveparkerup@gmail.com](mailto:driveparkerup@gmail.com)

If you are a Parker-Up pupil, you will first need to provide us with the postcode or phone number given at the time of your initial booking, so that we are able to locate your record on our systems.

If you are not a Parker-Up pupil but wish to raise a complaint about one of our instructors, we will ask you for some information, such as the car registration plate number, to help us identify the instructor in question.

The details and nature of all complaints are noted and raised internally for review. If the complaint requires further investigation, we will aim to get back in touch with you with an update or outcome within 7 days.

Should you not be satisfied with the proposed resolution given to you by Parker-Up, we will provide you with the contact details for the relevant external body for you to escalate your complaint to if appropriate. We may provide you with a form of compensation in exceptional circumstances at our absolute discretion.

### **Sexual Harassment or Inappropriate Behavior**

We have a duty of care to all our employees and pupils to ensure they are able to work and learn in a safe, comfortable environment, free from inappropriate behavior including harassment, or any verbal or physical misconduct.

Instructors are subject to a police DBS check to ensure they have no criminal convictions before they are able to become an ADI.

Instructors are required to declare to Parker-Up immediately any new or pending criminal or driving convictions. Failure to do so could result in immediate termination of their agreement with Parker-Up.

Instructors are required to declare to Parker-Up immediately if they become aware that they are the subject of any allegations which could be interpreted as sexual harassment or inappropriate behavior. This includes any allegations made against the instructor when not on driving lesson duties. Failure to do so could result in the immediate termination of their agreement with Parker-Up.

The complainant should be advised that Parker-Up will investigate their complaint and request the provision of any supporting evidence that substantiates their allegations. Parker-Up, dependent on the evidence received, may be able to take direct action at this point in time.

In all eventualities, the complainant should be advised to report the matter to the DVSA and the Police. Parker-Up will cooperate with the DVSA and the Police in their investigation.

Should the complaint be upheld by the Police or the DVSA, the franchise agreement will be terminated with immediate effect, and the outcome shared with the Police or the DVSA as appropriate.

Where a complaint is upheld, the relevant Instructor will be required to disclose to Parker-Up the names and contact details of all of their current pupils in order that they can be contacted by Parker-Up to make them aware that the instructor no longer represents or is affiliated with Parker-Up.

### **Refunds**

Refunds may be issued if you have made a payment for driving lessons with Parker-Up and no longer wish to continue or if your instructor is unable to continue teaching you and there are outstanding lessons that you have paid for.

The refunded amount should be returned to you within 3-5 working days via the original payment method.

If some lessons from a block booking originally paid to Parker-Up are outstanding, Parker-Up will refund pro-rata to the block rate purchased.

Please note that if you cancel your block-booking payment part way through, your instructor is entitled to charge their full hourly rate for the lessons that have gone ahead. As the discounted lessons are based on purchasing a larger number of lessons, your refunded amount may be lowered to reflect this.

Parker-Up will request that you provide any evidence that shows the lesson(s) in question have not taken place. This could take the form of screenshots of correspondence between you and your instructor.

Upon receipt of your evidence, and/or your driving instructor confirming that a refund is due, your refund will be processed within 3-5 working days. We will aim to reclaim these funds as soon as possible, keep you updated if there are any delays, and advise you once the refund has been received and is on its way back to you.

\*Prices subject to change.  
E&OE

