

# TERMS & CONDITIONS

[www.dtsdrivertraining.co.uk](http://www.dtsdrivertraining.co.uk)



Our Terms & Conditions are on our website ([www.dtsdrivertraining.co.uk](http://www.dtsdrivertraining.co.uk)), and by booking a lesson with one of our Driving Instructors you automatically agree to these. However your trainer may also ask you to sign a "T&Cs" slip to confirm your agreement for their records.

## **INTRO**

By undertaking any driving lessons or assessments with a DTS Driver Training Driving Instructor, you agree to these terms and conditions. Your Driving Instructor will expect you to undertake their instructions at all times.

All our Approved Driving Instructors are fully qualified and will display an official badge at all times to prove that they are on the DVSA register of Approved Driving Instructors - this is renewed every 4 years with a DBS check. All our Approved Driving Instructors also have to undertake a practical DVSA Standards Check when required to do so in order to ensure that all our Instructors meet these high standards.

## **YOUR RESPONSIBILITIES**

When turning up for driving lessons you will be required to be in possession of a valid driving licence (photocard driving licence, or if it was issued before 1998, a paper driving licence), full or provisional, and your Driving Instructor will ask to see this. It is YOUR responsibility to inform your Driving Instructor of any changes to the status of your driving licence ie. any endorsements or points accumulated, disqualifications etc. Driving whilst disqualified, driving under incorrect licence categories, or driving with an invalid licence is a criminal offence. Please see the final point below (\*CHECKING THE STATUS OF YOUR DRIVING LICENCE) to find out how to check the status of your driving licence.

When turning up for lessons you are required to wear sensible clothes and footwear for driving and also be legal and NOT under the influence of alcohol or drugs, or any medication that may affect your ability to drive. If your Driving Instructor feels that you are not capable of driving you will still be charged for the lesson and asked to return home.

## **PAYMENTS TO YOUR INSTRUCTOR AND COMPLAINTS PROCEDURES**

All our Driving Instructors are self-employed and deal with all monies personally (they are not employed by DTS Driver Training). You will pay the Driving Instructor you have chosen and once you've paid this Driving Instructor, your prepaid lessons will only be valid with that Driving Instructor. If you choose to prepay for a bulk package for a discount but then decide to ask for a refund for the remaining lessons, you will be charged full rate for the hours you have previously had - meaning you will lose the bulk booking discount.

Bulk booking packages once started are to be used within 3 months of starting a driving course. Gift vouchers must be used before the expiration date shown on the voucher.

Apart from obtaining customers from DTS Driver Training for work purposes, the instructor has no other affiliation with the driving school. Any formal complaints about a particular driving instructor should be resolved between yourself and the instructor... failing that, you may choose to file a complaint regarding that particular instructor to DVSA for them to investigate (you will need the instructor's ADI number). Due to our instructors being self-employed (and provide their own service to their customers), we as a driving school cannot legally get involved.

## **CANCELLATIONS**

By booking a lesson in with one of our Driving Instructors you are required to pay for the lesson prior to it commencing. ANY cancellations less than 48 hours before the lesson begins you will be charged for, and by agreeing to these conditions you agree to pay that should the situation arise. There will be no charge for cancellations at least 48 hours before the lesson starts. Should the Driving Instructor is unable to make a lesson for whatever reason, or they feel that the weather conditions poses a risk to you and others, then you will NOT be charged for the cancelled lesson. If the Driving Instructor is unable to make your practical driving test day for whatever reason (and we cannot find you a replacement instructor), not only will you not be charged for the lesson of your cancelled test day, but you will also get a free test re-booked for you.

## **WHAT THE COSTS COVER**

Driving lesson costs cover the hire of the vehicle, vehicle insurance, vehicle maintenance, public liability insurance, public indemnity insurance, fuel, instructor travelling time and expenses, plus the time and expertise of the instructor to deliver the lesson. The costs also cover any learning materials for your theory test, and online portals to help with your practical test. Please note that you are responsible for the payment of any necessary DVSA Theory and Practical Tests, payable to the DVSA.

## **TEST BOOKINGS**

Driving tests are only to be booked up when your Driving Instructor advises you to. They will only take learner drivers to test if they feel you have reached a high standard. If a test has been booked without the consent of your Driving Instructor, they can refuse to take you to the test in their training vehicle.

## **MOTORING OFFENCES DURING DRIVING LESSONS**

It is illegal for anyone (including a driving instructor) to take any motoring fines or convictions on behalf of the driver of the vehicle – this includes a learner during a driving lesson. Your driving instructor will do everything they can to prevent that from happening in the first place, but that also requires the driver to fully obey your driving instructor's instructions at all times.

## **GDPR**

The new regulation of the GDPR (General Data Protection Regulation) requires us to protect your personal information for as long as you are using our services as training records & purposes. We will never share your details with third parties without your consent. All personal information will be destroyed upon completion of our services. In order for us to keep you on our mailing list, we will ask for prior consent. Some of our vehicles have dash cams for insurance and training purposes - and if you are using one of these vehicles, the driving instructor teaching in that must be registered to a data controller with the Information Commissioner's Office (ICO) under new regulations, and the instructor will make you aware of this if that's the case.

## **COVID-19**

The rules and guidance regarding being in confined spaces (such as a training vehicle during lessons and tests) is changing regularly. If you have any questions, please speak to your trainer direct. Due to the amount of people who uses our training vehicles on a daily basis, we would highly recommend you washing your hands before and after the lesson. Your driving instructor will continue to clean/sanitise the training vehicle regularly.

## **\*CHECKING THE STATUS OF YOUR DRIVING LICENCE**

Since the abolition of the Counterpart (paper part) Licence on 8th June 2015, the status of your driving licence can no longer be checked on paper as all driving information such as vehicle categories and endorsements are now held on a database online.

To see this information, you will need to visit [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and log in with the following details:

- Your Driving Licence number
- Your National Insurance number
- Your Postcode

Please remember: it is YOUR responsibility to inform your Driving Instructor of any changes to the status of your driving licence ie. any endorsements or points accumulated, disqualifications etc. Driving whilst disqualified, driving under incorrect licence categories, or driving with an invalid licence is a criminal offence. You will also not be insured during any driving lesson.

Should your Driving Instructor ask for any proof of the validity of your licence, you may do one of the following:

1. Supply your Driving Instructor with the above 3 details so they can check it online.
2. Bring the above 3 details to your next driving lesson so your Driving Instructor can check it together with you online.
3. If you're not comfortable with disclosing your National Insurance number, you may log in yourself and "generate a code" for us to log in with (please note this code will only be valid for 21 days, can only be used once, and you may only have 15 active codes at any given time). You will need to supply your Driving Instructor with this unique generated code and the last 8 digits of your Driving Licence.

Please note; if you are unable to verify the validity of your driving licence when asked to do so, or it comes to light that you are committing a fraudulent act, you will:

- not be able to drive or continue with our lessons
- be banned from our services
- be reported to the police, DVLA and DVSA

If you have any questions or require assistance in checking your driving licence online, we are more than happy to assist you.