

LEGAL REQUIREMENTS

You must have a current, valid driving licence, provisional, full or international, that gives you either full or provisional entitlement to drive on public roads. You must also be able to read a car number plate from a distance of **20.5 metres** (that's about the length of a cricket pitch). On your first driving lesson, your instructor will check your licence (photo card) and carry out a simple eyesight test with you. Please note, if you are unable to produce a valid licence on your first lesson then the instructor will be unable to continue with the lesson. Please bring your licence – and glasses if necessary - to all driving lessons.

Your instructor also has a licence that entitles them to be paid for teaching; the licence will be attached to the inside of the car's windscreen. On your first lesson, your instructor will show you their licence.

FITNESS TO DRIVE

You must be fit to drive for all your driving lessons. If your instructor thinks you are not fit, the lesson will be cancelled and you may still be charged for the lesson. Please note, for example, if you have been prescribed a medicine by your doctor, it could adversely affect your ability to drive – always ask your doctor if you can drive on the prescribed drugs. Also, you should not drink alcohol within the period 24 hours before your driving lesson.

CODE OF PRACTICE

Your instructor will be licensed, approved by the Driving Standards Agency and, at all times, maintain an honest, moral and professional manner. Instruction will be to the highest standard; your tuition vehicle will be modern with up-to-date safety features and regularly maintained in a secure, clean condition. Your instructor will always be smartly dressed and, subject to prevailing traffic or weather conditions, conduct lessons promptly from the agreed location and for the agreed time.

CANCELLING LESSONS

If you need to cancel a confirmed lesson normally 24 hours notice should be given. If you cancel with less than 24 hours notice, your instructor will charge you 1 hour for the 'missed lesson'

LESSON PRICES AND PAYMENT

You will be made aware of the price of your lessons from the outset and be expected to pay for your tuition at the end of each lesson. Normally, your driving lessons will be for one hour, one and a half or two hours - this will be agreed mutually between you and your instructor. All of your tuition will be on a 1 to 1 basis, with **no car sharing**.

TRAFFIC OFFENCES.

You are responsible for any speeding/traffic offences which are issued to you while driving. This is a legal requirement.

PRACTICAL TEST

If you wish, your instructor will book the appointment on your behalf. There will be a charge for hiring your instructor's car for the test; normally, this will be the equivalent of 1 hours tuition. If your test is cancelled by the DVSA, you will be entitled to claim certain out-of-pocket expenses you incur if not notified by email.

PRIVATE DRIVING PRACTICE

If you are fortunate to have access to a private vehicle, we strongly encourage private driving practice alongside lessons with your instructor. To gain the most from this extra training, if you wish, your instructor will advise you on how to structure your private practice. Please ensure you have correct insurance in place and remember to display L plates. A driver who is over 21 and has held a licence for more than 3 years must accompany you.

CUSTOMER SATISFACTION

We care very much about your progress and want you to succeed in the shortest possible time - we are proud of our reputation and success rate. Simply put, our aim is to provide the very best instruction, high quality training, value for money and ultimately your complete satisfaction in our service to you. If however, you are not happy with our service we would encourage you to discuss your concerns with your instructor.