

# GiA driving

**Instructor:- Graham Alderson**

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The following terms and conditions represents the basis, upon which training is offered by your instructor.

Current standard lesson fees are.

***Manual*** (1 hour lessons)

***Manual*** (2 hour lessons)

Monday – Friday (8am -6pm) :- £32 per hour

Monday – Friday (8am -6pm) :- £60 per 2 hours

Evenings and weekends :- £35

Evenings and weekends :- £66

Block booked Lessons:- comprises 10 hours paid for in advance. (POA)

Test day car hire:- £90 this includes 1 hour practice.

Intensive course (POA)

**All lessons are pre-booked and paid for in advance.**

**Any lessons cancelled at short notice (within 48 hours) will be charged at the current rate.**

**In the event that pre-paid deals are not completed for any reason before you pass the practical test, any remaining funds will be returned to the client**

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

## **1. Booking 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 60 minutes, if your instructor is late for any reason they will make a concerted effort to make this time up on the day, if this is not possible the balance will be made up in any subsequent future lesson/s to be discussed at the time. Your instructor will let you know they are on the way to you via text with a rough arrival time.

## **2. Intensive courses.**

When undertaking an intensive course with your instructor, the pupil must already hold an in-date and valid theory pass letter, the pupil must already have a test date booked and allow enough time to complete a course, thus allowing sufficient time to learn all course material, it is advised that this is discussed with your instructor at the initial assessment, at this session your instructor will give you an idea of how many day/hour lessons you will require, however this is subject to the pupil learning and understanding the course requirements and experience.

### **3. Training location.**

All lessons will start and finish at the same location unless otherwise agreed/discussed with your instructor. The instructor will determine a location for the practical training to take place, ensuring both the pupils and public's safety, this may mean the instructor may need to drive the pupil to and from a safe location, this journey time will include part of the lesson time paid for but will be kept to a minimum.

### **4. Payments and cancellation.**

Tuition fees as outlined above are payable at least 48 hours in advance of the lesson. If the pupil needs to cancel or re-arrange the lesson, at least 48 hours notice will be required, failure to advise the instructor of this will result in the full price of the lesson still being charged.

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 these cases full lesson fees will be charged)

With block bookings and intensive courses any unused monies will be refunded to the pupil, taking into account any of the above stipulations and ensuring these have been ratified.

### **5. Driving tests and bookings**

Your driving instructor reserves the right to refuse the use of the vehicle for a test if they feel it could cause a risk to public safety, or that the chances of passing the test are unrealistic. Where a pupil wants to book a test the date, time and place must first be agreed with the instructor, in the event the vehicle is unavailable due to illness or mechanical failure the instructor will refund the test fees in full.

Please be aware that your instructor cannot be held responsible for any tests cancelled by the DVSA test centre due to bad weather, sickness, staff shortage or any other reasons, these are beyond the control of your instructor, and therefore your instructor will charge the "test fee" however your instructor will advise on how to claim compensation from the DVSA.

### **6. Code of conduct**

Your instructor agrees to abide by the terms and conditions of the "*professional code of conduct*" in the event of a complaint or dispute the guidelines of the code of conduct will be adhered to.

### **7. 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.

Your instructor will keep a record throughout your training this is destroyed once you have left due to passing your test or not wishing to continue with lessons of any reason.

We process information using your driving license number and national insurance number to do an online check (using the official Government DVLA website) to access your driving license information, we then delete your driving license number and national insurance number.

You have:

- the right to be further informed of information we hold on you
- the right to see the information we hold on you
- the right to rectify the information we hold on you
- the right to erasure of the information we hold on you
- the right to restrict our processing of information on you
- the right to object to us holding information on you

### **8. 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.

### **9. Covid 19 (year 2020)**

During these unprecedented times I would like to assure you that your instructor will be following the guidelines as set out by the DVSA, he will also be implementing car sanitising in-between lessons, he will be sanitising the car with appropriate liquid, wipes, gel and anything else that will keep the car as clean as possible. At the beginning of each lesson the pupil and instructor will discuss how each person is feeling, and determine if a lesson should continue, your instructor reserves the right to cancel any lesson at this point. The discussion will also involve what if any PPE is to be worn by both pupil and instructor, your instructor will have a limited supply of gloves/masks and strongly recommends that the pupil purchases their own for future lessons. If the lesson is unable to proceed due to suspected Covid 19 signs then the 48 hour cancellation policy will be waived. If the pupil suspects they have symptoms they will be able to cancel a lesson at short notice. As you can appreciate during these times lessons may have to cease at short notice, your instructor will take every precaution necessary but cannot be held responsible for any Covid 19 symptoms/transmission and will require the waiver document completed prior to the first lesson commencing.

#### **Pupil copy:**

I/We agree that driving lessons undertaken with my instructor are taken entirely at my/ our own risk, and I/we cannot hold the instructor or the school responsible for any transmission, or suspected transmission, to myself, my family or friends, of the Covid-19 virus.

- Pupil Name:
  
- Pupil Signature (if over 18)
  
- Parent/ Guardian name:
  
- Parent/ Guardian Signature (if pupil under 18)

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#### **Instructor copy:**

I/We agree that driving lessons undertaken with my instructor are taken entirely at my/ our own risk, and I/we cannot hold the instructor or the school responsible for any transmission, or suspected transmission, to myself, my family or friends, of the Covid-19 virus.

- Pupil Name:
  
- Pupil Signature (if over 18)
  
- Parent/ Guardian name:
  
- Parent/ Guardian Signature (if pupil under 18)