

ASPIRE DRIVING Terms of Business PLEASE READ!

These terms are effective from the start of your second lesson (first lesson if you have received them earlier). This gives you time to read them.

If you are under 18, please let your parent / legal guardian read them.

Booking Lessons

Lessons can be booked directly with me at the end of your lesson or by telephone to our office on **01472 788 780**. If you are asked to leave a message then please leave a contact number and we get back to you as soon as we can. You can also contact us on mobile **07734 542107** or by SMS text message to this number if you prefer.

Cancellation (by pupil)

If you need to cancel a booked lesson please give me 24 hours notice otherwise I may have to charge you for the missed lesson. Notice of cancellation can be given by telephoning the office on **01472 788 780** or mobile **07734 542107**. If you are asked to leave a message then clearly state your name and the lesson time that you wish to cancel. We will also accept SMS text messages to the mobile number if you prefer. So that you know that we have received the text or phone message we will acknowledge with a text message to you which you must ensure that you receive. If you haven't received the acknowledgment within 12 hours you must contact us again.

If you do not attend a lesson that you have not cancelled correctly, you will be charged for the lesson.

Cancellation (by instructor) (except when cancellation is due to illness or adverse weather conditions)

If I have to cancel then I will give you at least 24 hours notice by telephone call to your preferred contact number that you will have provided to me. If this is a mobile number then I will leave a voicemail message and/ or a text message if you are unavailable to answer the call.

If I fail to provide you with notice in this way then I will provide your next lesson at ½ price.

Prices

These are at our current rates as shown on our website. Advance payments for block bookings or courses are non refundable if the pupil fails to take the lesson(s) or fails to complete the course.

Method of Payment

Payment is due at the start of each lesson/course and can be made either by cash or cheque (subject to my prior agreement) unless advance payment has been made.

Cheques made payable to Peter Gledhill. BACS/FASTER PAYMENTS to 09 01 50 06628788

Smoking / Alcohol / Drugs / Fitness to Drive

You must always make sure that you are fit and ready to drive for your lesson. Driving is a responsibility. Smoking is not allowed on any lesson. I reserve the right to suspend or cancel the lesson if I believe you are unfit to start or continue. No refunds of lesson payment will be made in such circumstances.

Lesson Time Guarantee

We guarantee that you will get your full lesson time or your money back, unless you are late for the lesson. To claim under this guarantee you must tell me at the end of the lesson which you feel has been short.

Lateness

If you might be late for a lesson, please send a text message to advise. Your instructor will wait for 10 minutes after the scheduled lesson start time if you haven't advised us of your lateness. After that the lesson might not go ahead and you will be charged in line with the cancellation policy.

Your instructor will always attempt to be on time for your lesson. If your instructor will be more than 10 minutes late you will whenever possible, receive a text message at least 20 minutes before your scheduled lesson time.

Practical Driving Test

The use of my vehicle for your driving test and your driving test fee (unless booked by yourself) will become due and payable to your instructor within 14 days of your instructor booking your driving test. The current rate shown is on our website. The car will be fully maintained in accordance with the manufacturer, taxed, fuelled and roadworthy. I cannot be held liable for any mechanical or electrical failure of the vehicle prior to or during any test. The vehicle lights will be checked with you on the lesson prior to a test being taken. I want to ensure that you are ready to pass when you put in for your practical test and do reserve the right to withhold the use of my car for the test if I do not feel you are ready.

Complaints

If you feel you need to complain about any aspect of your instruction or our service please speak or write to myself in the first instance. If you feel your complaint has not been satisfactorily resolved I will explain how you can escalate your complaint to the Driving & Vehicle Standards Agency (DVSA).