

Terms & Conditions Statement. - *Clear, straight forward & fair...*



It is very important that you take a moment to read through the following terms and conditions statement.

Key:- **OW** refers to One Way School of Motoring (Bridgnorth)

One Way School of Motoring (Bridgnorth): It is the obligation of **OW** to conduct driving tuition with those who wish to pursue professional driver training, whilst adhering to the highest levels of safety and professionalism. All tuition will be conducted in a tuition vehicle that is both regularly serviced and maintained and is fully insured for driving tuition. All personal data collected will be treated with total confidentiality. The instructor will always endeavour to fulfil all bookings that are made and agreed with a student punctually. In exceptional and unforeseen circumstances where by the instructor is running behind schedule or the instructor is required to cancel a lesson, the instructor will always do their utmost to make contact and inform the student by call or text message at the earliest convenience. Students can be assured that in the event of the instructor being late of an appointment, then that time will be added on until the completion of the original lesson duration with no additional charge. In the event of a lesson cancellation an alternative appointment will be offered.

The Student (Learner driver): It is expected by **OW** that all students will attend driving lessons in a fit and proper state as determined by law and in possession of a valid UK provisional driver's license or valid international driver's license. It is expected that all students come with a positive attitude to learning and conduct themselves in both a polite and respectful manner.

Booking a driving lesson: Lessons are booked and confirmed with **OW** by phone call, text message and / or by e-mail. Lessons are then arranged for a time and a place that is mutually suitable.

Make changes to a booking: Amendments to existing lesson appointments such as times and meeting points are permitted, however a minimum period of 24 hours prior notice is required to implement any such changes. Failure to give such notice may result in a lesson being cancelled and an alternative arrangement offered and may result in a student being charged in full for the missed lesson. This applies to all tariffs including special offers and promotions. Exceptions to this may be made for genuinely unforeseen circumstances.

Cancellations: Anyone wishing to cancel an existing appointment should note that a minimum period of 48 hours prior notice is required. An alternative appointment will be then offered. Failure to give such notice may result in a student being charged in full for the missed lesson. This applies to all tariffs including special offers and promotions. Exceptions to this may be made for genuinely unforeseen circumstances.

Deposits: On occasion, a deposit will be asked for, prior to initial tuition. This deposit acts as an insurance against late cancellations. Provided no late cancellations are accrued this deposit is refunded in full on completion of a student's driver training. Alternatively, the deposit value can be used as credit towards test day fees, should a student choose so.

Refunds: **OW** will not offer any monetary refunds for services and / or credit that are spent. A refund will be offered for outstanding credit on pre-paid tariffs only. It is important to be reminded that by using a pre-paid tariff a student has entered a contract with **OW** for a specified number of hours at a discounted rate per hour therefore an early termination of this contact will result in all refunds being calculated using rates as per the standard PAYG tariff.

Refusal of tuition: **OW** reserves the right to refuse driving tuition to all that are deemed unfit to drive. A decision to refuse driving tuition to someone deemed unfit is absolute and therefore non-negotiable. The criteria deemed as unfit is as stated by law and can include and is not limited to; a driver being under the influence of alcohol or drugs (illegal or prescribed), sleep deprivation, inappropriate attitude. Failure to be in a 'fit and proper state' will not be tolerated and will result in the scheduled lesson being terminated. The student will be charged in full for the missed lesson. (NO IF'S, NO BUT'S!)

Pay as you go (PAYG) tariff: Lessons that are charged and paid for on a lesson by lesson basis. Lesson times are typically 60, 90 or 120 minutes in duration, with a minimum lesson time of 60 minutes. Payment must be made in full at the beginning of each lesson. A current list of PAYG tariffs can be found on the driving school website.

Pre-pay (en-bloc) tariff: Often referred to as block bookings. This tariff allows a block of hours to be purchased in advance at a stated discounted rate. The stated sum payment must be made to the instructor at the beginning of the first lesson. Blocks are then taken in 30 minute segments with a minimum of a 60 minute block taken per lesson. It is important to note that upon purchasing a block of hours at a discounted rate a student will have entered a contract with **OW** for the agreed length of time and at the agreed hourly rate. Early termination will result in refunds being calculated using the standard PAYG rates.

Offers & promotions: From time to time **OW** will make special offers available. Please note that any such offers may be subject to individual terms & conditions. **OW** reserves the right to withdraw any such offer or promotion at any time without any prior notice. A current list of offers and promotions can be found on the driving school website. Note, all offers are for single use only, i.e. one person, one offer, one time only.

Payments: All payments must be made in full to the correct amount prior to a lesson commencing. It is the responsibility of an individual student to ensure this is so. Please ensure that you advise the instructor prior to making any payment by BACS. Ensure that all payments made by BACS are clearly identifiable