

## 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. – Updated November 2018

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

**One Way School of Motoring (Bridgnorth):** It is the obligation of **OW** to conduct the business of driving tuition. All tuition will be conducted by a fully qualified DVSA approved driving instructor who has cleared an enhanced DBS check. All tuition will be conducted to the highest professional standards in a tuition vehicle that is suitable for the purpose and which is fully maintained and fully insured. The instructor will always endeavour to fulfil all bookings that are made and agreed with a student punctually. In exceptional 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. It is the responsibility of a student to make **OW** aware of any medical issues that may impair a student's ability to drive. It is the responsibility of a student to ensure any medication or aids are brought with them to lessons. This could include items such as inhalers, glasses and hearing aids.

**Booking a driving lesson:** Lessons are booked and confirmed with **OW** by phone call, text message or by e-mail. Lessons are then arranged for a time and a place that is mutually suitable. **OW** reserves the right to refuse driving tuition to those who are deemed unsuitable. Any such a decision is absolute.

**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.

**Pay as you go (PAYG) tariff:** Lessons that are charged and paid for on a lesson by lesson basis. Lesson durations are typically 60, 90 or 120 minutes, with a minimum lesson time of 60 minutes. Payment must be made in full prior to the lesson commencing.

**Pre-pay (en-bloc) tariff:** Often referred to as block bookings. This tariff allows a block of hours (time) to be purchased in advance at a stated discounted rate. The sum payment must be made prior to lessons commencing. Blocks are then taken in 30-minute time segments with a minimum of a 60 minutes taken per lesson. It is important to note that upon purchasing a block of hours at a discounted rate, that a contract between the student and **OW** then exists, that is, for a specified number of hours at a discounted hourly rate. Early termination of this contract will result in all refunds being calculated as per the standard PAYG tariff rates. See refunds.

**Driving tests:** **OW** continually records and assesses a student's progress throughout their driver training and will advise when a student is satisfactorily deemed 'test ready' and will advise on what steps to take in booking a test and pre-test preparation. **OW** will not be obliged to permit the use of the tuition vehicle for a driving test if a student is deemed otherwise.

**Deposits:** On occasion, a deposit will be asked for, prior to 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-pay tariffs only. It is important to be reminded that by using a pre-pay tariff that a contract exists for a specified number of hours at a discounted hourly rate, therefore early termination of this contract will result in all refunds being calculated as per the standard PAYG tariff rates.

**Right to refuse 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. 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!)

**Absence:** If a student has been absent from attending driving lessons for a prolonged unscheduled period and where no contact has been achieved, **OW** will assume that student no longer wishes to continue with driving tuition and as such will remove a student from the current student list. A prolonged period is defined as up to 4 weeks absent. All outstanding credit will be refunded upon request. See Refunds.

**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.

**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 **OW** prior to making any payment by BACS. Ensure that all payments made by BACS are clearly identifiable. Payments by Cheque are accepted by prior approval only.

**Personal Data:** No data is held by **OW** in digital form. Data collected is used to verify the legitimacy of a student. Training records are kept and maintained in paper form only. Unless by pre-agreed arrangement, all records are held for up to a maximum of 4 weeks post training and/or absence (see absence), at which point all records are disposed of by shredding.