

MIRRORS

DRIVING SCHOOL

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Terms & Conditions

The following terms and conditions represent the basis upon which training is offered by Mirrors Driving School. The provision of training is subject to the acceptance of these terms and conditions.

1. Driving licenses and fitness to drive:

You must hold a current, valid driving license, provisional, full or international, and produce it on (or in advance of) your first training session. You must be fit to drive with regard to legal and medical requirements.

2. Payments and Cancellation:

Tuition fees are normally payable in advance. Payment can be made by cash, cheque or with a credit or debit card via the website. Any cheques offered for payment that are subsequently refused by the bank will be subject to an administration charge of £15.00.

Payment transactions are to be at the beginning of the lesson and should this need to involve driving to a cashpoint or bank it will be done in lesson time so as not to inconvenience any pupils booked in the following slot.

If either you or your instructor needs to cancel or re-arrange a lesson at least 24 hours notice will be required for single lessons of up to two hours duration.

Failure to give notice will result in a valid claim for an equivalent value in compensation (i.e., a cancellation fee will be charged or credited)

Your instructor will do everything possible to ensure that your lessons start and finish on time, but reserves the right to cancel, postpone or change lesson lengths and start/finish times under certain circumstances (e.g., dangerous weather conditions). In the event of postponement fees paid in advance will be carried forward.

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 such circumstances the lesson fee will be payable.

3. Refund Policy

Refunds for lessons not taken will only be made in exceptional circumstances and entirely at the discretion of the instructor. Lessons already taken will not be refunded under any circumstances. In the event that a refund is granted any discounted rate will not apply and hours used from the block booking calculated at the standard hourly rate and the remaining value given.

If a refund is granted it will be subject to a non-negotiable administration charge of £30. This administration charge will be levied against every refund request granted.

No refund will be granted if 12 months have lapsed since your last lesson.

Where it is possible to do so, and We agree to refund You any amounts, We will do so using the same method You used when You made the payment. If for any reason We are unable to refund You using the same method with which You paid, We reserve the right to refund You by any other method We deem appropriate.

If Gift Vouchers are requested to be refunded and the refund is granted it will be refunded to the purchaser, NOT the gift recipient.

You are entitled to cancel Your lesson tuition up to 7 days following the date of commitment ("Booking Date") or otherwise in accordance with the Distance Selling Regulations 2000 (the "Regulations"). If You have not taken any lesson(s) within the first 7 days of the Booking Date You will be entitled to a full refund of any amounts paid, subject to deduction of the Refund Administration Charge.

If You have taken lesson(s) within the first 7 days, and You wish to cancel You will not be eligible for a refund on any lessons taken under any circumstances. We may request additional information from You to confirm Your identity in order to comply with the Money Laundering Regulations 2007; We will also use this information to ensure adherence to Our Merchant Operating Instructions for card collection facilities. Refunds may take up to 28 working days to reach You or Your account.

4. Gift Vouchers & Prepayment

The company will issue vouchers for lessons bought as gifts. Loss of the voucher will result in a loss of those lessons. Please keep the vouchers in a safe place.

Gift Vouchers and any advance payment for block booking discounts are to be used within 12 months from date of purchase.

5. Training Location:

All sessions will start and finish at the same location unless alternative arrangements are made in advance. The instructor will determine a location for practical lessons which ensures both the pupil's and public safety - this means that the instructor may need to drive the pupil to and from the lesson location; this journey time forms part of the lesson as paid for.

6. Bookings and Lesson duration

Your instructor will endeavor 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 one hour. If, for any reason, the instructor is late for the lesson he/she will make a concerted effort to inform the pupil of the estimated time of arrival. If the delay is greater than 15 minutes this time will be credited to the pupil and when possible the lesson will be extended by the time due - if this is not possible the extra time will be carried forward to the next suitable lesson.

7. Training vehicles:

Training vehicles provided by the school are taxed, insured for the purposes of driving tuition, fully roadworthy and fitted with dual controls.

Pupils who require tuition in their own vehicle must supply evidence from their motor insurer that the car is covered for lessons when being supervised by a professional instructor in return for payment; the car must also be taxed and hold a current MOT certificate where appropriate.

8. Driving tests and bookings

Practical Tests are only to be booked with the instructors prior agreement, if a test is booked without this agreement there will be no assurance a car will be available for use. Please consult your instructor where any doubt exists Your instructor reserves the right to refuse use of a driving school vehicle for test if he/she considers that provision of a vehicle could cause a risk to public safety.

Where a school car is used for test, the booking period will be based upon the instructor's normal diary schedule and the pupils location. Depending on the time of the test this will require a minimum two hour booking and possibly longer.

While your instructor will make every effort to ensure that the vehicle supplied for test will be fully road worthy and comply with all legal requirements at the

start of the test, he/she cannot be held responsible for vehicle failure that occurs during the test and is not liable for consequential loss.

Your instructor cannot be held responsible for test appointments cancelled by the DSA due to bad weather, sickness, staff shortages or other reasons. Such cancellations are beyond the control of your instructor and therefore the lesson fee and 'use of car' fee for the booked period will be charged. Your instructor will advise about claiming compensation from the DSA .

9. Code of conduct

Your instructor agrees to abide by the conditions of the Professional Code of Conduct (a copy of which will be provided on request). In the unlikely event of complaint or dispute the guidelines of the Code of Conduct will be adhered to.

10. Your rights:

These conditions do not affect any protection a student has 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.