

1 Definition

- 1.1 You – means the person who undergoes the course or driving lessons.
- 1.2 We – means Milton Driving School.
- 1.3 Instructor – means Driving Instructor.
- 1.4 DVSA – means Driver and Vehicle Standards Agency.

2 Obligations

2.1 Your Obligations

- 2.1.1 You must hold a valid UK provisional driving licence and present it to the driving instructor on your first lesson and to the DVSA examiner on the test date.
- 2.1.2 If you hold the old type paper licence you must have a valid passport and present it to the driving Instructors on your first lesson and to the DVSA examiner on your driving test date.
- 2.1.3 You must be able to pass an eyesight test at the distance of 20.5 metres (67ft)
- 2.1.4 You must not be under the influence of alcohol or drugs at all time during the course, if any signs of instability found to be due to alcohol or drugs the session of driving suspended forthwith. (and fee paid for the session will not be refunded. the remainder of the course will be terminated, and you will lose all the fees.)
- 2.1.5 You must demonstrate good learning and listening ability/attitude to instructions and non complains leading the instructor and other motorist at high risk will result in suspending the session of driving forthwith. (and fee paid for the session will not be refunded. the remainder of the course will be terminated, and you will lose all the fees.)
- 2.1.6 All pupils must be present within 10 mins grace time of agreed time, and the grace time will be accounted with in the session time of the lesson.
- 2.1.7 Any cancellations or time changes of driving lessons must be agreed with the driving instructor with a minimum of 24 hours' notice.

2.2 Our Obligations

- 2.2.1 We will undertake to book driving test dates on request. This will incur additional administration fee.

3 Intensive Course

- 3.1 Pupil willing to follow intensive course will be assessed to ascertain the number of hours. This is only an estimation. If, in the opinion of the instructor, any pupil fails to demonstrate sufficient progress at the end of sessions will have to undergo further training on standard charges before driving test.
- 3.2 If any pupil assessed to be inefficient to undergo intensive course (long hours) will be advised to undergo other available courses.
- 3.3 Any pupil unwilling to undergo assessment lesson found to have not reached the required standard to take driving test, the instructor reserves the right to refuse to take you to the driving test.
- 3.4 The fee for intensive course does not include test fee.
- 3.5 We will book, on request, possible earliest driving test date from DVSA, but there is no guarantee.
- 3.6 Test dates on weekend, (Saturday) can be booked form DVSA but the charge will be higher.

4 Payments

- 4.1 Pay as you go lessons must be paid at the beginning of the lesson.
- 4.2 Pupil willing to make Block booking lessons or Intensive course must pay initially for 1-hour lesson in advance, and you will be given option to decide whether to go ahead with block booking or pay as you go.
- 4.3 On deciding on block booking or Intensive course full payment must be paid in advanced.
- 4.4 Standard car rent, payable in on the date of booking test dates, for 2 hours driving test is £75.00, which includes 1-hour practical driving before arriving at test centre.
- 4.5 If the test is cancelled by DVSA by short notice the 50% of the standard car rent should be paid.

5 Cancellation and Refund.

5.1 Cancellation

- 5.1.1 Milton driving school cannot be responsible for any lesson/test cancellations due to mechanical breakdown or other emergencies such as illness/bereavement. We will endeavour to find a replacement vehicle/instructor as soon as possible, but this is not guaranteed.
- 5.1.2 You are required to give a minimum of 48 hours' notice to your instructor should you wish to cancel a lesson. Anything less than 48 hours and your instructor is entitled to charge you the normal lesson rate or the prorated amount if it's a block booking, which includes the discount.
- 5.1.3 It is your responsibility to present your valid UK provisional driving license before the start of your first lesson. Failure to do so entitles the instructor to cancel any lessons you have booked within 24 hours, and you may be charged.

5.2 Refund

- 5.2.1 Refund for cancellation on block booking will be made after 5 working days from the day of cancellation notification.
- 5.2.2 Refund for cancellation on Intensive course will be made after 10 working days from the day of cancellation notification.

6 Offers and price changes

- 6.1 Milton driving school are entitled to change driving tuition offers and prices at any time. Lesson prices are subject to change depending on location and whether you learn in an automatic or manual vehicle.
- 6.2 Any pre-payments are honoured at the selling price for four weeks after purchase date. The first lesson must be taken within four weeks of the purchase date to obtain the sale price. In the event, the sale has ended the customer will be required to pay the additional extra to the office or the instructor by cash, should they decide to start after four weeks.
- 6.3 For example, Jonathan Martin pays for 10 lessons @ £250 on 1st January 2020. John Smith doesn't start his lessons until 20th March 2020. At this point, Jonathan will need to pay an extra £10 as the sale has ended and the block booking price is now £260.
- 6.4 If Jonathan is unhappy with the increase and didn't read the terms and conditions, he is entitled to a full refund as long as zero hours have been used and it's within six months of purchasing the lessons.
- 6.5 All lesson purchases to the company are valid for six months.

7 Recording- Dashcams

- 7.1 You agree to give permission to record training sessions for insurance purposes, and for your material to be used for marketing purposes.