

Gold Driving Academy Terms & Conditions

All Driving Instructors /Trainers are self employed and the contract for tuition is made between the instructor and the pupil. The driving lesson will start and finish at the pupils pick up address unless agreed beforehand. All matters relating to the timing, location, duration of individual lessons should be subject to an agreement between the instructor and the pupil.

The instructor will try wherever possible to give a set date and time for your lesson, however on occasion this may change due to unforeseen circumstances. It is the responsibility of the instructor to arrive at the agreed time, however this can depend on traffic etc. Gold Driving Academy Ltd will not be held liable for any refunds or disputes.

All lesson rates and opening offers are as set out on the web-site. Payment for a lesson should be made at the start of a lesson by cash/voucher/cheque/Direct Bank Transfer, (card payments are taken by some instructors but not all).

Cancellations

If the Pupil or instructor wishes to cancel or change length of a lesson (eg 2hrs down to 1 hr) 48 hrs notice must be given, this does not include Sundays and public holidays. If the notice period is not given then the lesson will still be charged in full. Continued cancellations even in the 48 hr notice window will be become chargeable in Full.

All cancellations and changes must be communicated between the pupil and the instructor or vice versa. All block bookings have a discount included and all refunds will be at the discretion of the instructor.

If You are entitled to any refund, You will be required to pay an administration charge of £30 to process the refund (the "Refund Charge"). The Refund Charge will be deducted from each refund that is paid back to You.

The cost of Block Booked tuition is based on the lesson price in force at the time that the booking is made and will be honoured for a period of 6 months from the date of the booking. We reserve the right to increase the price of any unused tuition time.

If a pupil begins lessons with a pre booked driving test, the use of the instructors' car will be at their discretion.

The instructor reserves the right to withdraw the use of their vehicle, if in their professional opinion, the pupil is below test standard, 3 clear days will be given prior to the test date.

Gold Driving Academy Ltd cannot be held responsible for lesson cancellations due to mechanical breakdown, but will endeavour to find a replacement vehicle as soon as possible.

Pupils Responsibilities

On the first lesson the pupil must produce a valid driving licence. When booking lessons the pupil should disclose physical or neuro -disabilities which could affect their ability to learn or drive. The pupil is required to read a standard number plate at a distance 20.5metres (67 feet). Mobile phones are to be turned off or on silent as not to become a distraction. The pupil must declare he/ she is not excluded from driving due to any court judgement. The pupil need to be aware it is illegal to operate a phone whilst driving also to drive whilst under the influence of alcohol or drugs.

If the pupil attempts to take a lesson under these conditions then the instructor has the right to stop the lesson and the full lesson time will be charged.

Complaints

If you have a complaint that cannot be dealt with directly through your Gold instructor then please contact Gold (0845 271 2220) and your complaint will be dealt with in the strictest confidence within 48 hours.

Gold driving instructors will abide by an equal opportunity policy and will not discriminate against Race, Colour, Creed, or Sexual Orientation.

I agree to above terms and conditions.

Name:

Date:

Instructor:

Signature: