**KEITH-METCALFE DRIVING SCHOOL Terms and Conditions**

[Reviewed & Published January 2016]

[**www.keith-metcalfe.co.uk**](http://www.keith-metcalfe.co.uk) **Tel: 07983728816 email:** **keith-metcalfe@hotmail.co.uk**

1. Commencement or continuation of driving lessons with me is acceptance by you of these terms and conditions
2. You must produce your Photo-card Provisional Driving Licence, prior to the commencement of lessons and you must disclose any traffic offences committed by you and any disqualification periods.
3. You should take your driving lessons regularly ie. weekly or fortnightly and attend appointments promptly and in good physical and mental condition.
4. Students suspected of being impaired by drink or drugs when attending a lesson appointment will not be allowed to drive and this will result in the immediate cancellation of the lesson and the fee will still be charged
5. The lesson fee may also be charged if an appointment is cancelled without a minimum of 48 hours notice. Intensive Driving Courses will require 14 days notice and FREE Practical Driving Tests are only included with 31 and 41 Hour Intensive Courses. [NOT 21 Hour Courses]
6. Payment for lessons will normally be accepted at the start of each lesson by cash or will be pre-paid in advance.
7. Always check availability with me before booking your Practical Driving Test and always use my ADI number to avoid double bookings.
8. A minimum of 21 days notice of a booked Practical Driving Test is normally required
9. I have the right to withhold or withdraw the use of my vehicle for a Practical Driving Test if I believe you have not reached the required standard to do your test or for any other reason eg. your physical or emotional unfitness
10. I am not financially liable for the cancellation or postponement of your Practical Driving Test for any reason beyond my own control or reasonable excuse. Lesson fees must still be paid in these circumstances as you will be able to claim compensation from the Driving & Vehicle Standards Agency
11. You can contact me by calling/texting the above mobile telephone number or via social media between 8am and 10pm each day or by email at any time. If I do not respond to your call/text/message immediately, I may be on a driving lesson and will contact you as soon as possible
12. Block booking payments can be made by cash upon receipt or by direct bank transfer and I will provide you with my Business Bank Account details for that purpose.
13. Card payments may be possible in the future but cheques will only be accepted in exceptional circumstances ( any bank charges incurred by me for stopped or dishonoured cheques will be passed on to the student)

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1. Block book payments for hours are non-transferable between different students and students are restricted to a single lesson deal and not entitled to take advantage of different or multiple lesson deals
2. Student’s mobile telephones must be turned off or placed on silent before the start of each lesson
3. No smoking is allowed in the Driving School vehicle.
4. Drinks may be allowed but eating food is strictly prohibited
5. Violent, abusive or threatening behaviour by students will not be tolerated and will be reported to the Police for prosecution
6. Free Loyalty Hours cannot be exchanged for payment of cash and are non-transferable to any other person.
7. Cancelled lessons or irregular lessons will disqualify students from any special offer entitlements.
8. Students will not be permitted to take their Practical Driving Test until they have shown a reasonable standard of skill and ability during a Mock Test held to determine their ability.
9. All special offers or block bookings must be completed within 12 weeks of starting lessons with KEITH-METCALFE DRIVING SCHOOL or the offer will lapse.
10. Any refunds for cancelled Intensive Driving Courses or Block Bookings will incur a 20% deduction on the amount of the original payment made.
11. All Rights are Reserved.