want2PASS..conditions of engagement

BY ENGAGING IN TRAINING YOU AGREE TO THE FOLLOWING:

ABOUT YOU

1.Your licence You must have a valid provisional driving licence and **bring both parts to your first lesson**. (It is best to carry the photo part whenever driving). You must declare to your instructor any endorsements (points) on your licence.

2.Fitness to Drive: You must be physically fit to drive and **not be taking medication that can affect concentration or reactions**. If in doubt consult your doctor or pharmacy. **You must NOT be under the influence of ANY alcohol or illegal drugs**. Please do not attend with a 'hangover'. Your lesson will be a waste of time! If found to be in any way intoxicated you will not be allowed to drive & the lesson will be cancelled without compensation. **You may be asked to take a breath test at the discretion of want2PASS**.

3.Language Rapid communication is vital when learning to drive. Lessons will be conducted in English.

4.Eyesight: You must be able to read a standard number plate from at least 20.5m (about 5 car lengths) in daylight. **If you need glasses or contact lenses, these MUST be worn to every lesson**. In case of doubt, please consult an optician.

5.Clothing **You must wear appropriate footwear**. (Eg **not** flip flops, high heels). Casual clothing is suggested and any jackets should not restrict movement. Please do not attend in dirty jeans, overalls etc.

6.Passengers: Training is given 1:1 for your safety and to avoid distractions. Other persons, children etc are not carried during lessons under any circumstances. Parents may accompany 17 year olds on any lesson if requested.

ABOUT YOUR TRAINING

7.Booking. Please book well ahead for specific timings. No more than 2 hours may be booked in advance at any time without advance payment. Advance payment of block bookings secures the times you want at a discounted price. Cancelled block bookings will be re-calculated at the standard pay as you go rates and subject to a £10 admin fee against any refund due.

8.Cancellations and alterations: (see overleaf) If you need to cancel a lesson, for whatever reason, please **telephone** with as much notice as possible in order that the lesson may be re-booked to someone else. **If you do not give at least 48Hrs notice, depending upon circumstances, you may be charged for the lesson –** the less notice given, the higher the charge. If want2PASS cancel your lesson and you can prove a consequential loss, compensation amounting to no more than the value of the lesson will be offered. However exceptions apply on driving tests - see point 15.

9.Timing and pick-up: Lessons will start and finish at the previously agreed time and place unless altered and agreed at least 48 hours beforehand. If you are late for a lesson, you may have to forfeit that time. If you are more than 15 minutes late, and do not telephone your instructor, he/she may drive away, and you will still be liable to pay for the time booked.

10.Charges: Rates may be subject to change to reflect fuel and other costs, however, fees will not be varied without prior written notice. Note that discounts are available for full time students for prepaid block bookings. See over for current prices.

11.Payment: As with other types of training / tuition, fees are **payable prior to the start of each lesson in cash.** Cheques are only accepted for block bookings. **Cheques must be cleared beforehand and 10 working days must be allowed for this. (Please make cheques payable to 'want2pass'). Credit and debit cards**, can be used, but **only** if lessons are pre-paid on line via www.hove-driving-instructor.co.uk

12.The training vehicle: Tuition will be given in the driving school dual control car. Lessons can be given in your own car(s) if after assessment, want2PASS judge that you have reached a level of competency near to driving test standard. In addition your vehicle is less than 5 years old, taxed, roadworthy, has an MOT certificate in force, and you have insurance *that covers you for paid tuition*.

13.The training location: The instructor will determine a location for practical lessons with regard to safety – this means that the instructor may need to drive you to and from the lesson location; this journey time forms part of the lesson as paid for.

14.Mock tests: Apart from routine assessments, when you are nearly at 'test standard' you will be offered mock tests as an alternative to normal lessons. These will give you an idea of what the DSA Driving Test is like and how your usual standards measure up. They are in your best interests but entirely optional.

15.Taking the test: **Use of the 'school' car for the DSA test is subject to availability, and also that you can demonstrate through a mock test that you have reached test pass standard**. The booking of a test does not necessarily signify that you are ready to take it; but tests are often booked in advance due to the waiting lists. You should therefore discuss your progress well before your test. Want2PASS driving school and its employees cannot be held liable for any losses that occur as a result of cancellation of a driving test, unless this is due to an unexpected mechanical breakdown of the car, when the test fee will be refunded. If you voluntarily abort a test mid way, the car will be left where you stop, so want2PASS will charge you for the time and expense taken in recovering the car. **If want2PASS book the test for you, you must re-pay want2PASS the fee at least 14 days before the test, or it may be offered to someone else. Please be aware that the DSA test fee does not include the cost of hiring the car with instructor and this is charged at a flat rate to include a 'warm-up' lesson**.

16.Video recordings: During your lessons your instructor may use video recording devices for the purposes of aiding your tuition, improving the quality of lesson delivery, and gathering evidence against other motorists in case of incidents. You may ask for this equipment to be switched off if you wish, but must do so on each occasion. Intellectual property rights to this material remains solely that of Want2PASS.

ABOUT WANT2PASS

17.Your tuition provider. Your training is provided by want2PASS Driver Training which is a sole proprietorship trading from 21 Elizabeth Avenue, Hove. Want2PASS also trades under the names 'want2PASS Driving School' and 'Sussex Driver Training' .

18.Liability: Your instructor is a member of the Driving Instructor's Association and as such has appropriate liability insurance. However, saving gross negligence, want2PASS driving school and its employees, cannot be held responsible for any actions you take during private driving practice, either whilst holding a provisional licence, or after obtaining a full UK licence.

19. Complaints procedure. Any complaints should first be made to want2PASS driver training, verbally and then in writing. Any complaints are taken very seriously and want2PASS strives for 100% customer satisfaction. Failing agreement or settlement of a dispute reference may then be made to the Driving Standards Agency to consider the matter and advise accordingly. You may write to: DSA, The Axis Building 112 Upper Parliament Street Nottingham NG1 6LP

Nothing in these Terms and Conditions will affect your statutory rights as a consumer

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Standard Rates for training taken in Brighton and surroundings [1][2] from DEC 2012:

WEEKDAYS 9-4 (start time)

Pay as you go	1 hr £24; 1.5 hrs £33; 2hrs £42.
10 + hours pre-paid	5 x 2 hrs £200.00 (≡ £20.00 an hour)
DSA PRACTICAL TEST (Burgess Hill)	£60 [3] (includes lesson, excludes DSA FEE)

COMPLETE BEGINNERS

First 10 Hours if prepaid £180, saving £20	First 20 Hours if prepaid £370, saving £30
PLUS IF taught solely by want2PASS	FIRST DSA PRACTICAL TEST FEE ½ price

EVENINGS / WEEKENDS

Pay as you go	Min 2 hrs £45.00
10 + hours pre-paid	5 x 2 hrs £220.00 (≡ £22 an hour)
DSA PRACTICAL TEST (Burgess Hill)	£75 [3] (includes lesson, excludes DSA FEE)

REFRESHERS / MOTORWAY LESSONS

DAYTIMES – 2HOURS £44.00	EVENINGS – 2 HOURS £48.00

PASS PLUS

As 1 Session £125.00 / As 2 Sessions £140	Students and U/E £125

Notes:

1. A small surcharge may apply for pick up or drop off outside on BN1/2/3/41. Ask for details.
2. A £3 fuel surcharge may apply for certain longer distance lessons. Ask for details.
3. The charge for taking someone for the DSA test reflects the inconvenient DSA timings, travel to and from Burgess Hill, and the need to allow time for delays before the next pupil / client's lesson. Prices for other test centres may vary, please check when booking
4. **Tuition will not be given without advance payment.** This policy is in line with other driving schools and the education industry in general where course fees are payable in advance.
5. Payment can be made in cash; or by credit or debit card on line **(only)** at www.hove-driving-instructor.co.uk
6. **Cheques are only accepted for block bookings and must be cleared in advance of tuition commencing**.

CANCELLATION POLICY

When you book driving tuition you are agreeing to employ your instructor at the time specified and pay the agreed fee. Want2PASS operates a fair and reasonable policy if appointments cannot be met. Text messages are not always reliable so if you need to cancel a lesson at short notice please ensure you phone and talk to the instructor via the mobile number given.

CHANGES OF PLAN

In order that a cancelled lesson may be booked to someone else, 48 hours notice is required. This is normal practice in most driving schools and other training businesses.

If less than 48 hours notice is given, the following charges will apply:

- 12 – 48 hours notice, £10 per hour booked
- Less than 12 hours notice or no shows full cost of time booked

IF YOU ARE UNWELL

In event that you are genuinely taken ill or there are other *exceptional personal* circumstances, the above charges may be reduced as follows on the first two occasions:

- 12 – 48 hours notice, no charge
- Less than 12 hours notice £10 per hour booked
- Less than 1 hour notice or no shows - full cost of time booked

If you are feeling unwell, it is important to discuss this with your instructor. Confidentiality is assured. You will not benefit from your lesson and safety may be compromised if you are feeling ill, so even if cancellation charges are incurred, it is not worth taking a lesson. Pupils should be aware that certain over the counter remedies for common colds etc can have *considerable sedating effects* and make even an experienced driver unsafe to drive. Attempting to drive whilst your reactions are compromised in this way is not only dangerous but also *illegal.* When buying medicines always ask if they will make you drowsy.

IF WANT2PASS CANCEL YOUR LESSON

A reciprocal arrangement applies i.e. compensation up to the value of the lesson will be offered where the client can demonstrate consequential loss (e.g. childcare, rail fares to reach the meeting point)