

LESSONS

The pupil and their Ultimate Driving Instructor are responsible for agreeing all matters relating to the timing, location and duration of individual lessons which shall be recorded on the pupil's Appointment Card. If either party needs to change or cancel lessons this should be done using a text or WhatsApp message so in the future it is easier to resolve any disputes that may arise.

Both pupil and instructor should be ready for lessons at the specified time and location. The pupil must bring their appointment card and payment if necessary. The pupil should also wear a pair of thin soled shoes suitable for driving and bring spectacles or contact lenses if needed. It is essential that both pupil and instructor are fully alert for driving lessons. Alertness can be affected by lack of sleep, regular meals and fluid intake. Both pupil and instructor are aware of the list of medical conditions that can affect their ability to drive and agree to inform the DVLA if required to do so by law. Both pupil and instructor understand that failing to notify DVLA could result in a large fine and perhaps invalidate any insurance claims. The instructor will check the pupil's eyesight on their first driving lesson and shall make relevant licence checks before the first lesson. The pupil must bring their provisional licence on their first lesson. If the pupil's eyesight or driving licence situation changes before or after their first lesson eg points on licence, convictions or medical conditions it is the pupil's responsibility to inform their instructor.

CANCELLATIONS

The pupil losing their appointment card, not having phone credit or not having the money for their lesson are not valid excuses for late cancellations or no showing for a lesson. The pupil must ensure that their instructor has up to date contact details if they need to cancel or change a lesson. If the pupil or instructor need to amend or cancel a driving lesson the appropriate notice period must be adhered to as set out below. All cancellations must be made directly between the pupil and their instructor or vice versa and within the relevant cancellation period. If the pupil does not cancel the lesson then their instructor may charge a fee. The best way to change or cancel a lesson is via text or WhatsApp message.

1 Hour Lessons = 24 Hours Notice

1.5 Hour Lessons = 36 Hours Notice

2 Hour Lessons = 48 Hours Notice

If 3 or more hour lessons are booked in a 7 day period payment must be made in advance. Separate terms and conditions could apply for intensive courses. This will include the pupil paying up front and losing their fee if any or all of the lessons are changed or cancelled.

PAYMENT

The pupil should bring correct money to pay for their lesson(s) and pay their instructor at the beginning of each lesson. We only accept cash and bank transfer as payment options cheques are not accepted. Ultimate Driving instructors do not accept payment in arrears. Discounts are for payment in advance NOT in arrears.

Prepaid lessons must be used within a year of initial payment. Lesson prices that have not been paid in advance may vary at any time. However four weeks notice should apply if Ultimate Driving wishes to change its pricing. Lessons are fully refundable to the pupil as long as this is requested within a year of initial payment. The pupil would need to produce their appointment card which acts as a receipt of payment and how many lessons are remaining to any prepaid block payments so we can issue a refund.

INSTRUCTORS

All Ultimate Driving Instructors are self-employed on a franchise basis. The contract for tuition is between the pupil and their assigned instructor. If the pupil has concerns about their instructor then please take these up with their instructor in the first instance. In the case of wanting to change instructor please contact Ultimate Driving.

DRIVING TESTS

A pupil is only ready for their Practical Driving Test when your Ultimate Driving instructor says they are ready (if the pupil wishes to use their instructors car on the test). At test standard the pupil should be getting it right all of the time without their instructors help. Passing a theory test DOES NOT mean you that the pupil should book a driving test.

The pupil's instructor is best placed to advise whether they are ready to book and will help them make the decision to book based on waiting list times, lesson availability and progress to date. The pupil must have a Mock Test with another Ultimate Driving Instructor before booking a practical test to give both pupil and their instructor the best indication of test readiness.

If the pupil books a driving test without their driving instructor's consent then they should make arrangements to do the test in their own car or in someone elses. If the pupil is driving a car at home more than in their driving instructors car then Ultimate Driving will always recommend to take the driving test in the car which they are more familiar.

Ultimate Driving reserves the right to withdraw its cars for test purposes if the pupil proves not to be at test standard and can do this up to 3 working days before the test date. However if the pupil is not reaching test standard on the lead up to their driving test the instructor will make the pupil aware.

The pupil cannot hold Ultimate Driving responsible if the DVSA cancel or change your Driving or Theory Test appointment. If any mechanical failures occur 3 days before or during a test but will make every effort to arrange a different car or to fix the problem wherever possible.

COVID 19/CORONAVIRUS PROCEDURES

The instructor will wipe down every surface in the car that is touched by both pupil and instructor before every lesson. Pupils must thoroughly wash their hands immediately before attending a driving lesson and bring a face covering to wear at all times. If a face covering is not brought by the pupil then the driving lesson will not go ahead and pupil would be charged. The instructor will ask the pupil a series of questions to see if they or their family have had any Coronavirus symptoms in the last 7 days before entering the vehicle. The instructor will provide hand sanitizer which must be used before entering the vehicle.

Pupil's appointment cards shall be kept by the instructor and kept in the training vehicle. An image will be sent via email or WhatsApp of any appointments that have been booked so that the pupil or their house members do not touch the appointment card. This is to reduce the chances of infection and transmission of Coronavirus.

Terms and Conditions will be signed electronically via our website before any course of driving lessons can commence. A copy of these will be emailed at the time to the pupil for their records. If a pupil or instructor is told to self isolate because they have been told to by the UK Government Test and Trace service lessons and driving tests will have to be cancelled at short notice.

Ultimate Driving cannot be held responsible for cancellations due to Coronavirus or if the DVSA cancels any tests booked due to Coronavirus. The precautions mentioned in this section will continue till a time that measures can be relaxed.

DECLARATION

Both pupil and instructor have read and understand the above Terms and Conditions and agree to comply with them and enter into a contract for driving tuition. By taking or conducting Ultimate Driving Lessons or mock tests with any Ultimate Driving Instructor both the pupil and instructor have deemed to have agreed to these terms and conditions.