

# STEPHEN MOSLEY

## SCHOOL OF MOTORING

### Terms & Conditions

All lessons are 60 minutes. This includes the brief at the start of the lesson and the feedback at the end of the lesson. Some lessons may run late by a few minutes due to local traffic conditions.

If our driving instructors are late we will still make sure you get the full 60 minutes.

If you are late or if you want to finish the lesson early you will get a “short” lesson and this time can not be made up on future lessons (subject to the discretion of your driving instructor).

All lessons will start and finish at your home address. We can only pick you up and drop you off at a different address with 24 hours notice and even then it will be subject to the discretion of your driving instructor.

You are not allowed to bring anyone under the age of 18 on your driving lessons with you. Parents and friends can sit in on lessons but this must be arranged at least 24 hours in advance with your driving instructor.

A driving licence enquiry will be carried out before hand to make sure you are eligible to drive and you must be able to read a number plate from 20.5 metres with or without the use of glasses.

If you cancel at least 24 hours before your lesson then you will not be charged. If you don't give 24 hours notice then you will be charged the full lesson price. We may waive the charge for a “first offence” subject to the discretion of your driving instructor.

For cancellations on the day we may waive the charge (subject to the discretion of your driving instructor). Also, for genuine unforeseen circumstances we may waive the charge at our discretion.

If you purchase a block of lessons, you will only get the discount subject to completing the full course of lessons. If you decide not to complete the course we will refund you subject to the following conditions:

Lessons will be refunded based on the rate appropriate for the number of lessons you have completed.

For example if you buy 40 hours at £17 per hour but only use 30 hours you will be charged for those 30 hours at the 30 hour rate which is £18 per hour.

In all cases a £10 administration fee will be charged for all refunds to cover the time of administering the refund and modifying my calendar to make lessons available for other people due to your cancellation of lessons.

If you have a complaint you should raise it first with your driving instructor, then with Stephen Mosley's Driving School and finally with the DVSA. Full details can be found at <https://www.stephenmosleydrivingschool.co.uk/contact-us>.