



# TERMS & CONDITIONS

Please read these terms and conditions carefully. By booking a lesson with RoadWayz Driving School, you agree to the terms listed below.

## 1. Cancellations & Punctuality

- **24-Hour Notice:** Lessons cancelled with less than 24 hours' notice will be charged at the full standard hourly rate.
- **Lateness:** In your own interest, please be punctual. If you are late, the lesson will still finish at the scheduled time so as not to delay the next student.
- **No-Shows:** The instructor will wait for a maximum of 15 minutes. If you have not arrived or contacted the instructor within this time, the lesson will be treated as a "No Show" and charged at the full rate.
- **Instructor Changes:** In the event of mechanical breakdown or unforeseen circumstances, the instructor reserves the right to rearrange the lesson to a mutually convenient time.

## 2. Payments & Refunds

- **Payment Timing:** All lessons must be paid for in advance.
- **Refunds:** Deposits or fees paid for block bookings are non-refundable once the booking has been accepted and placed in the diary.

## 3. The Driving Test

- **Booking Tests:** You must consult with your instructor *before* booking a practical driving test to ensure the car and instructor are available. Tests booked without consent may not be supported.
- **Withholding the Car:** RoadWayz Driving School reserves the right to withhold the use of the training vehicle for the driving test if, in the instructor's professional opinion, your driving is potentially dangerous or not up to test standard.
- **Test Cancellations:** The instructor is not responsible for tests cancelled or postponed by the DVSA.

## **4. Learner Responsibilities**

- **Licence:** You must hold a valid UK Provisional or Full Driving Licence and produce this on your first lesson.
- **Fitness to Drive:** You must ensure you are fit to drive. This includes being free from the influence of alcohol, drugs, or medication that may affect your driving.
- **Eyesight:** You must be able to read a number plate at a distance of 20.5 metres (with glasses/contacts if required). If you need glasses to drive, you must bring them to every lesson.
- **Clothing:** Please wear suitable footwear (no flip-flops or heavy boots) and clothing that does not restrict movement.

## **5. Health & Safety**

- **Medical Conditions:** You must inform the instructor of any medical conditions or disabilities that may affect your driving or ability to learn.
- **Conduct:** The instructor reserves the right to terminate a lesson immediately if the student is unable to concentrate due to illness, tiredness, emotional state, or behaves in an abusive or dangerous manner. In these cases, the full lesson fee remains payable.

## **6. Complaints**

In the unlikely event of a complaint, please address the matter directly with the instructor in the first instance so we can resolve it quickly and professionally.

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### **AGREEMENT**

I confirm I have read and agree to the Terms & Conditions listed above.

#### **LEARNER**

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SIGNATURE

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DATE

#### **INSTRUCTOR**

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SIGNATURE

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DATE