

The Driving Company – Learner Summary of Terms & Business

Please read and ensure you understand these key points before taking driving lessons.

1. Licence & Legal Requirements

- Must hold a valid UK Category B provisional or full driving licence.
- Notify the instructor immediately if any endorsements appear on your licence during tuition.

2. Instructor Conduct

- All instructors are DBS-checked and follow a professional code of conduct.
- Display a green octagonal ADI badge, confirming full DVSA registration.
- Lessons are polite, punctual, and delivered in fully insured, dual-controlled vehicles in a clean, smoke-free environment.

Verify ADI status: <https://www.gov.uk/find-driving-schools-and-lessons>

3. Insurance

- Lesson fees include insurance for learners using school vehicles under the supervision of a qualified instructor or DVSA examiner.

4. Cancellations & Refunds

- Prepaid lessons/credits must be used within 90 days (3 months); unused hours are non-refundable. TD Accounts inactive for 3 months will have data deleted (GDPR).
- Minimum 48 hours' notice is required to cancel/reschedule; late cancellations or no-shows are charged in full.
- Termination of Lessons: Students may stop tuition or change instructors at any time; instructors may also terminate lessons. Refunds take 3–5 working days.
- Frequent cancellations may require a temporary break until ready to resume lessons.

5. Safety & Fitness to Drive

- Lessons may be cancelled if a student is unfit due to alcohol, drugs, or fatigue; full fee still applies.
- Chaperones are welcome but must remain silent, provide no teaching input, and sit in the back.
- Do not attend if sick, recovering, or contagious. Medication may affect driving. Vehicle controls and seats are sanitised between lessons.

6. Timekeeping & Delays

- Students should arrive on time; instructors wait up to 15 minutes.
- Instructor delays (traffic, mechanical issues, unforeseen events) will be made up.
- Lessons interrupted beyond our control will have remaining time added to a future lesson.

7. Fees & Payments

- Pre-booked lessons must be paid 72 hours (3 days) in advance via TotalDrive app or bank transfer.
- Lesson prices may increase annually (April) with inflation and business costs (CPI)

8. Driving Test

- A mock test must be passed before using the school vehicle for a practical driving test.
- DVSA requires 10 working days' notice to cancel/reschedule a test. If mock tests are not passed before this period, postponing the test is recommended.
- Attendance and vehicle use are at instructor discretion; no exceptions if student is unprepared.

9. Personal Belongings

- Do not leave valuables in the tuition vehicle. The Driving Company is not responsible for loss or theft.

10. Mobile Phones & Distractions

- Phones must be silenced or switched off during lessons.
- Inform the instructor in advance if your phone must remain on.

Contact the instructor directly if you have any questions about these terms.

Last Updated: January 2026