

Mad About Driving!



Terms and Conditions

1. Legal

1.01. Anyone taking driving tuition must be in possession of a valid signed driving licence appropriate for the type of course they are booking and meet the DVLA medical and eyesight requirements.

1.02. Fees include insurance cover whilst you are driving the schools vehicles providing, that you are properly licensed to drive and are accompanied or under direction of the instructor or on your practical driving test.

2. Payment

2.01. Individual lessons or blocks of five or ten lessons are payable in FULL on or before the first lesson.

2.02. All fees (Courses and lessons) are payable by cash, cheque or PayPal via our website (no PayPal account is required as most major cards accepted). Once lesson fee/balance is paid there is no cancellation.

2.03. Unpaid cheques made payable to Mad About Driving will incur a £30 administration fee.

3. Refunds

3.01. Lesson and course fees are non-refundable. (Refunds will only be given in exceptional circumstances, for example, if the instructor is unable to provide the service originally booked by the pupil) Deposits are non-refundable.

3.02. Your progress/appointment card is also your receipt and must be brought to each lesson. Lesson fees cannot be transferred if this card is not available.

3.03. All lessons must be completed within 6 months of booking (Three months if less than 10 hours).

4. Tests

4.01. A minimum of 5 hours training must be booked, paid for and instruction given prior to a Mad About Driving instructor accompanying any candidate on test

4.02. Tests, although paid for by the candidate are not guaranteed at the end of hours booked. If the standard of driving REQUIRED BY THE INSTRUCTOR for the practical test has not been reached, extra hours will need to be booked, paid for and instruction given before the candidate is taken for test. (Instructors discretion)

4.03. The school/instructor cannot be held responsible for tests cancelled by the DSA for any reason.

5. Complaints

5.01. Complaints must be made in first place to the instructor concerned. If the matter cannot be resolved with the instructor, you may contact the office by phone during normal office hours or in writing within 21 days of the incident you are complaining about. We will endeavour to resolve the situation within 5 days of hearing from you.

6. General

6.01. The school/instructor retains the right to refuse or terminate lessons should they feel it necessary due to your conduct, if you are perceived to be unfit to drive through ill health or under the influence of drugs (prescribed or illegal) or alcohol.

6.02. Changes to test dates will be dependant on the availability of the car and instructor, therefore the availability of both will need to be confirmed before changes are made to avoid cancellations cost being incurred by you. DSA will not refund test fee for tests cancelled without 5 clear working days notice. The school cannot be held responsible for any loss of fee due to test dates being changed without the consent of the instructor.

6.03. 48 hours notice must be given if you wish to change or cancel a lesson booked with your instructor. Lessons not canceled within 48 hours must be paid for before any further lessons can be booked.