4front Driving School
Director – Simon Harrison
305 Park Road, Loughborough, Leicestershire, LE11 2HF

07905657229
4frontdrivingschool@gmail.com

TERMS AND CONDITIONS

Like most reputable driving schools, we have a strict 48 hour cancellation policy.

TERMS AND CONDITIONS

Current lesson fees are £44 per hour for Automatic Lessons Weekdays

£45 per hour Weekends

Lessons must be paid 48 hours in advance of the lesson

In the event that pre-pay deals are not completed before you pass the practical test with us, any used training time will be re-calculated at the normal lesson rate and the remainder refunded accordingly.

Punctuality
In their own interests learners are advised to be punctual for their lessons.
Lessons cancelled at short notice or missed for whatever reason (48hrs before lesson start time) will require payment in full.
If a payment has not been made and money is owed, then the instructor has the right to chase the

money owed for the time that has been used. Failure to pay will result in being removed from their books.

It is the students responsibility to check times and dates of lessons. Lessons are booked in advance with their instructor and a text message or WhatsApp message is sent to the student to confirm. All attended lessons are recorded on a pupil progress sheet. Those who disagree with our policy will be removed from our books and any remaining amount on the balance sheet refunded once you have provided the necessary bank details.

Illness
We ask that if you are unwell that you consider the risks of transmission to your instructor and the risk feeling unwell can have on your ability to drive safely. It is your responsibility to check your medication and health before attending your lessons. Like above if you cancel a lesson due to illness then the lesson will be charged in full. I reserve the right to cancel, refuse or terminate a lesson if I feel your health could affect the safety of myself or other road users. This would also result in a charge.

The 4front Driving School instructor would normally wait for a maximum of 15 minutes before the lesson would be abandoned and the lesson fee charged in full. If it becomes owed and not paid in full then the instructor has the right to remove the student from their books.

Lessons are booked in advance with a pre-arranged location which is usually a regular pick up point. If the student requires picking up from a different location then this must be arranged at least two hours before under the discretion of your instructor. Late notice could result in the termination of the lesson and being charged the full amount of that lesson.

Lessons that require the student to be dropped off at a different location that pick up again is under the discretion of the instructor and must be discussed and agreed between the two persons.

Practical test hire of the driving school car
Practical test hire of the driving school car for use during the practical test will be charged at the normal lesson rate. I reserve the right to withhold the use of the driving school car for practical test, if in my opinion the chances of passing the test are unrealistic. If the pupil changes their driving habits before the test that result in serious or dangerous faults in the lessons running up to the test then your instructor reserves the right to refuse to take them on their test and the pupil will be responsible for any loss of test fees. If they choose to take their test in their own car against their instructors advice, then the pupil will take full responsibility for their decision. You will be taken out for a lesson an hour before the test and arrive at the test centre 8-10 minutes before the test is due to start. You will complete the test in the instructors car and be given a lift home at the end of the test. Times may vary depending on the students location and the location of the test centre. In most cases you will need to allocate 2 hours for this. We do not hire our cars out for tests if we do not know the pupil or they have not shown that they can drive to test standard.

Practical test cancellation
Practical test cancellation In the event of the driving school car being unavailable on the day of the

practical test for reasons of illness on my part, or for reasons of mechanical failure, I will refund test fees incurred by you in full. In the event of the practical test being cancelled by the DVSA, it is normal practice for the test fee to be refunded by them, however lessons booked on the day will be subject to the 48 hrs late notice cancellation and will require payment. (some of these fees can normally be claimed back from the D.V.S.A).

Weather
Your 4front Driving School instructor reserves the right to postpone lessons if he or she feels that the weather or road conditions are unsuitable or dangerous. It is possible for a lesson to be postponed mid lesson due to unforeseen weather conditions. Whereby the student will be driven home by the instructor.

Any lessons postponed will be rescheduled at a mutually agreed time. Your instructor cannot be held responsible for any costs incurred as a result of him or her having to postpone any lessons, for whatever reason.

Driving under the Influence
To ensure the safety of you, your instructor and other road users your instructor reserves the right to cancel any lesson if you are or if they suspect you are under the influence of drugs and / or alcohol, or lack of sleep. If this occurs the student will be charged in full for the lesson. It is therefore the student's responsibility to arrive for each lesson fit to drive for their own safety and of all other road users.

Learner Comfort and Safety
In the interests of comfort and safety learners are advised to wear suitable footwear and clothing which does not restrict movement. Learners must also take note of any medication they are taking that may affect their ability to drive safely and advise their instructor accordingly before taking any lesson booked.
They must also inform their instructor of any underlying medical conditions that may affect their ability to drive. As a learner driver you also have a responsibility to inform DVLA of any medical conditions that may affect your ability to drive safely too.

Eyesight Standard: It is your responsibility to ensure you meet the DVSA's minimum eyesight requirement (reading a standard UK number plate from **20 metres**). If you require glasses or contact lenses, you **must** wear them for every lesson. If you arrive without them and cannot pass the eyesight check, the lesson will be cancelled and charged in full.

Data Protection (See Data Protection Policy / GDPR: We collect your personal information (name, address, licence number) solely for the purpose of driving tuition and financial record-keeping. Your data is stored securely and will not be shared with third parties without your consent, except where required by law (e.g., in the event of a traffic offense). You have the right to request a copy of the data we hold on you at any time.

Dashcam Usage: For the safety of the student and instructor, the tuition vehicle is equipped with a dashcam. Footage is recorded for insurance purposes and to aid in "after-action" learning. By

signing these terms, you consent to being recorded. This footage is overwritten regularly and is never shared publicly unless explicit consent is given (e.g., for a success video).

Legal Responsibility and Liability

Traffic Violations and Offenses As the driver of the vehicle, you are **legally responsible** for your actions and must comply with the Road Traffic Act 1988 and the Highway Code at all times. This means that:

- **Fines and Points:** You are liable for any traffic violations committed during a lesson. This includes, but is not limited to, speeding fines, red-light camera offenses, and illegal use of bus lanes.
- **Provisional License Endorsements:** Any penalty points incurred will be applied to your provisional license and will transfer to your full license once you pass your test.
- **Instructor Intervention:** While your instructor will make every effort to intervene using dual controls, this does not absolve you of your legal responsibility as the driver.

Accidents and Insurance Impact In the event of an accident occurring during a lesson:

- **Liability:** If an accident is found to be your fault, you may be held liable for any damages or insurance excesses.

- **Long-Term Insurance Impact:** Most motor insurance providers require you to declare any accidents or claims (regardless of fault or whether you were a learner at the time) for a period of **5 years**.
- **Future Premiums:** Based on UK insurance industry data, having an accident on your record can increase your future insurance premiums by **20% to 50%** or more once you pass your test. In some cases, a serious accident may make it difficult to obtain insurance as a new driver.

Tuition
Tuition is only available to persons who meet the following criteria:
Aged 17 or over or aged 16 or over and in receipt of the higher rate of Disability Living Allowance (mobility component); and
hold a valid UK provisional driving licence;
and legally entitled to drive in the UK.
You must notify your instructor of any matters which affect your ability or entitlement to have driving tuition, for example, but not limited to, any lack, or loss, of a valid UK provisional driving licence.

Timekeeping & Traffic delays
Our instructors cannot be held responsible for delays due to traffic delays

Any lesson start time that is running late, the pupil will be contacted by the instructor in advance (phone signal providing)

Where possible, our instructors will make up any lost time at the end of the current lesson or add to a future booking

Any loss of test fees, due to late arrival, are non-refundable by either 4front Driving School, their Instructors or DVSA

Gift Vouchers:
4front Driving School's gift vouchers have no cash value and must be redeemed against tuition only.
They are not transferable once they have been redeemed.
They are only available to be redeemed once per pupil.
They are valid for six months from date of purchase.
They can only be redeemed once and will be withheld by the instructor once presented.
They can be redeemed when / assigned to an instructor, when such instructor/s are available to take said lessons.
You are only entitles the user to the hours stated on the voucher.
The users must have relevant driving licence to redeem said voucher and proof of purchase may be required.

Payment methods
Payments can be made by bank transfer or card payment. However you pay, you must pay in full 48 hours before the lesson takes place. Card payments can be made over the phone or in advance with your instructor using chip and pin or through an invoice card payment.
You will be issued with a digital receipt and payments are logged on your progress sheet. You will be reminded when your next payment is due if you choose to use our discounted block rate offer.
We have avoided cash payments since COVID. We have also avoided cheques as they have a tendency to bounce and don’t go through in time, so to avoid disappointment we have asked you to pay by a more secure recorded transaction of bank transfer or card payment. Thanks for your cooperation.
Block payments made up front are deducted each lesson. If you have money left over in the account after you have completed your test then the remaining amount will be refunded in full. If you choose not to continue lessons for any reason then you can request for the remaining balance to be refunded. You will have up to 6 months to request a refund of the remaining balance. After 6 months from the date your right to a refund will have expired. Remaining balances are non transferable.

General Housekeeping Rules
4front Driving School's instructors are here to help you learn to drive and will not tolerate physical or verbal abuse from any pupil. Any such behaviour will result in immediate termination of the lesson will be charged in full.

Complaints procedures
Please bring to my notice any complaints that you may have and I will endeavor to address the

situation. In the event that you are not satisfied, you may then make reference to the registrar of approved driving instructors who will consider the matter and advise accordingly.

Please consent to or against your picture and a profile being shared on the company website and social media when you have successfully passed my test or achieved something outstanding.

By signing below or proceeding with my first lesson, I understand and accept the following:

- **Payments & Refunds:** I accept the agreed price and will pay in full 48 hours in advance. I understand that if I pass my test before completing a block booking, used time will be recalculated at the normal hourly rate before a refund is issued.
- **Cancellations:** I accept that if I cancel a lesson for *any* reason with less than 48 hours' notice, I will be charged in full. I accept it is my responsibility to check lesson times/dates.
- **Practical Tests:** I understand the car hire for a test is charged at the normal rate. I accept that my instructor can withhold the car if they believe I am not yet at a safe, test-ready standard.
- **Test Cancellations:** If my instructor cancels due to illness or mechanical failure, I will be refunded my test fee in full. If the DVSA cancels the test, my lesson fee still applies (though I may claim this back from the DVSA).
- **Legal Responsibility:** I understand that as the driver, I am **legally responsible** for any traffic violations (speeding, red lights, etc.) and I am liable for all fines and penalty points.
- **Insurance & Accidents:** I understand that an at-fault accident may make me liable for insurance excesses and will likely affect my insurance premiums for **5 years**.
- **Fitness to Drive:** I accept responsibility for ensuring I am fit to drive. I will notify my instructor of any illness, medication, or lack of sleep. I confirm I meet the DVSA eyesight requirement (20 metres). I understand that if I am deemed unfit to drive, the lesson will be terminated and charged in full.
- **Dashcam & Data:** I consent to the use of a dashcam for safety/insurance purposes and to the secure storage of my data in line with GDPR.
- **Complaints:** I understand the complaints procedure and will raise any issues with my instructor first, or the Registrar of Approved Driving Instructors if unresolved.
- **Social Media:** I consent to my picture and profile being shared on the website/social media upon passing my test: **YES / NO**