

Terms & Conditions and Cancellation Policy

1. Definitions:

- a) You – means the person who is doing the Intensive course or driving lessons
- b) We – means KWIK PASS Driver Training
- c) Instructor – means driving instructor
- d) DVSA – means Driving and Vehicle Standard Agency

2. Your Obligations:

- a) You must hold a valid UK provisional driving licence and present it to the driving instructor on your first lesson and to the DVSA examiner on the test date.
- b) If you hold the old type paper licence you must have a valid passport and present it to the driving Instructors on your first lesson and to the DVSA examiner on your driving test date.
- c) You must be able to pass an eyesight test at the distance of 20.5 metres (67ft)
- d) Before you start your Intensive course, you must have passed your car theory test which must still be valid
- e) You must not be under the influence of alcohol or drugs at any time during the course, if any signs of this are discovered, the remainder of the course will be terminated, and you will lose all the fees.
- f) You must demonstrate good learning and listening ability, if you refuse our driving instructor's instructions and put them or general public at high risk, we have right to terminate your intensive course or lessons without refund.
- g) You must attend your lessons at the agreed time, failure to do so will result in you losing the time and the instructor is under no obligation to add the extra time at the end of the lesson.
- h) Any cancellations or time changes of driving lessons must be agreed with the driving instructor with a minimum of 48 hours' notice.

3. Intensive course.

- a) The course we agree at the assessment lesson will be fulfilled with the driving test at the end of the course. If you don't need the total course, we will refund the hours that have not been used
- b) All Intensive course prices include a driving test at the end of the course.
- c) We will do our utmost to acquire the earliest driving test date from DVSA if requested, but there is no guarantee.
- d) If you decide to do extra lessons we will charge at the standard hourly rate.
- e) Intensive driving courses only include one weekday driving test as part of the package.

4. Intensive course without assessment lesson

- a) If our Instructor doesn't think that you will be ready for driving test with the Intensive course you have chosen without an assessment lesson, you will be given a choice to do more lessons or change to another test date pending on instructor's availability.
- b) Additional lessons will be charged at standard hourly rate.
- c) Any unused lessons will be refunded at the standard hourly rate.

- d) If you decide to do an Intensive course without the assessment lesson and you have not reached a required standard to take the driving test, our driving instructor has the right to refuse taking you to the driving test.

5. Payments

- a) Off peak hours – Mon to Fri 8am – 5pm
- b) Peak hours Mon – Fri 5pm to 8pm – Sat/Sun 8am – 4pm
- c) Pay as you go lesson must be paid on each lesson
- d) Block booking lessons must be paid in advance
- e) Intensive course deposit must be paid on application
- f) Remaining balance of Intensive course can be paid any time, the latest date will be on your first lesson
- g) Weekend and out of hours driving test booking will be charged extra (pending availability)

6. Cancellation and refund

- a) All cancellations and change of dates / times of booked lessons requires 48 hours' notice otherwise it will be chargeable.
- b) Deposits are refundable if the Intensive course is cancelled before the course starts with a minimum of 10 working days' notice.
- c) Any unused lessons for Intensive course will be refunded at that standard hourly rate.
- d) Refund for block booking lessons will be charged and refund at £20 per hour rate.

7. Driving test

- a) Before booking the driving test ask your instructors availability, if you do not and the instructor is not available you will receive no refund for any fees lost
- b) All intensive driving test will be booked according to DVSA availability between Mon – Sun 8am – 5pm.
- c) All intensive driving test will be booked according to DVSA availability between Mon – Sun 8am – 5pm.
- d) If DVSA cancel your driving test due to unforeseen circumstances or the examiner being unwell or adverse weather conditions, we cannot be held responsible. We will charge you for any additional hour(s) to cover the driving test.
- e) We will support compensation claim from DVSA, if they do not provide sufficient notice when cancelling or moving your test if applicable.

8. Recordings – Dash Cams

- a) You agree to giving permission for training sessions and driving tests to be recorded for complaints or insurance purposes, you also provide permission for your material to be used for marketing purposes.

9. Vehicles

If our vehicle breaks down before or during the test, we cannot be held responsible as any mechanical breakdowns are beyond our control.