

Terms and Conditions

Date: 9th April 2022

1 Students age

1.1 A student must be of a legal age to undertake driving lessons. This is normally at least 17 years old or at age 16 when legally allowed to drive due to being in receipt of full disability allowance.

2 Valid provisional or another licence

2.1 All students must have a valid licence to entitle them to drive.

2.2 Pupils must allow the instructor to carry out a licence check and provide a [licence check code](#) if one is requested so that a legally required check can be carried out with the DVSA.

2.3 You must advise the instructor if you gain any endorsements or have any pending endorsements on your licence.

3 Payments

3.1 Payment will be required before the commencement of any lesson or tuition.

3.2 Payments can be made in cash, debit or credit card, bank transfer, student app or through the website.

3.3 Credit cannot be offered under any circumstance for driving tuition.

3.4 A payment can be required for any lessons cancelled without 48 hours notice being received.

3.5 New students joining the driving school may be asked to pay for a lesson at the time of booking in order to secure their booking. This may be used as a security deposit to prevent 'no shows' or 'late cancellations'. Any prepaid first time lessons can only be cancelled if at least 48 hours notice is given.

4 Cancellation policy

4.1 Postponements, rearrangements or cancellations all require at least 48 hours notice.

4.2 The full lesson fee will be required to compensate the instructor for loss of earnings should the cancellation policy not be followed.

4.3 A limited amount of understanding and dire circumstances can be taken into account under the cancellation policy.

4.4 Lesson reminders can be received by app message and lessons will all be listed in the

driving school app, a student should check their app and if errors are found you must inform the instructor giving at least 48 hours notice.

5 Instructor cancellations

- 5.1 On occasion the instructor may need to cancel or postpone a lesson.
- 5.2 The instructor will not charge the pupil if the instructor cancels a lesson.
- 5.3 Lessons may need to be arranged to accommodate another pupil driving tests.
- 5.4 Adverse weather conditions may lead to lessons being cancelled.
- 5.5 Car issues such as unexpected breakdowns or flat tyres will lead to lesson cancellations.
- 5.6 The instructor may cancel or terminate a lesson at any stage if safety is compromised by a student.

6 Alcohol, drugs and tiredness

- 6.1 All students must ensure they are fit and legal to drive for all driving lessons.
- 6.2 A student must always ensure they are not affected by any prescription medication, illegal drugs or alcohol at all times when driving.
- 6.3 The instructor reserves the right to cancel a lesson at any stage if alcohol or drugs of any kind appear or are suspected of influencing a student.
- 6.4 All students should ensure that they are fit to drive, tiredness can affect a student's ability to drive and concentrate.

7 Mobile Phones

- 7.1 Mobile phones must be set to silent before all lessons.
- 7.2 A student must never use a mobile phone whilst in the car with the engine running.
- 7.3 If a phone needs to remain on or be left with the ringer volume on, the instructor must be advised so if an urgent call needs to be answered a safe and legal place can be found to answer the call.

8 Damage to the vehicle

- 8.1 If a pupil damages the tuition vehicle through dangerous driving or negligence then they may be required to cover the costs of any repairs.
- 8.2 The vehicle is insured for the tuition of anyone with a valid licence, but term 8.1 should always be considered.

9 Use of tuition car for tests

- 9.1 It is normal for a student to use the instructor's car for their driving test.
- 9.2 There is a 2 hour fee on the day of the driving test to cover the use of the driving school vehicle.
- 9.3 The instructor will reserve the right to withhold the use of the car for a driving test for any who regularly cancels lessons, or a student to use the tuition vehicle for a test if it is deemed that a pupil is not ready to take the test.
- 9.4 The tuition car will not be available for non-school pupils to hire for driving tests.

10 DVSA cancellations

- 10.1 The instructor is not responsible for cancellations, postponements or errors caused by the DVSA.

11 Your digital data

- 11.1 Your online data is kept secure by our app provider via the pupil app, instructor app or instructor portal. Any questions relating to data security should be directed to [Total Drive](#).

11.2 Payment information for payments made through the website is held by STRIPE PAY.

11.3 Personal data belonging to a pupil is not recorded on paper for any purposes.

12 Pupil app

12.1 The app is a 3rd party app provided by our app provider.

12.2 All security and operations with regards to the app belong to our app provider.

12.3 The app is free for pupils to use but can be withdrawn by the instructor without notice.

12.4 A pupil should keep their apps up to date and download the latest versions to keep security up to date as well as the latest app features.

Refunds policy

1a) Any lessons paid for in advance either online, using the student app, Bank Transfer; are not refundable. Payments must not be made unless you have been accepted as a pupil and have a lesson booked and confirmed.

1b) All pupils should note that any advance payments made equate to contact between the pupil and the driving school. Should a contract be completed by passing the driving test with Paul Loader's Driving School then a refund may be issued for the remaining balance but a fee of £20 will be charged to cover admin and expenses.

1c) Any items purchased from the online store can only be refunded if it can be proven that the item is broken or faulty before it is used or removed from any packaging. Items are all checked before being posted. Any claims for items damaged in the post should be made directly to the post office or other carrier.

1d) Any claims for refunds should be made in accordance with the terms and conditions.

Cancellations

2) At least 48 hours notice must be given to cancel or change a lesson once booked, failure to do so may mean you may be charged the lesson fee in full.

Contact Driving School

Paul's Driving School
201 Paddock Road
Basingstoke
Hants
RG226QG

Tel: 07854 245494

Privacy Policy

Introduction

Privacy policy – At Paul’s Driving School there is a need to collect a small amount of data to ensure accurate training records are kept and pupils can receive the training they need to help them to learn to drive safely and pass their driving test. There is also a legal necessity for an instructor to ensure that a pupil is legal to drive which involves a licence check with the DVSA.

Data Collected

The driving school collect the following data.

- Your first name and last name
- Your date of birth
- Your full address and postcode
- Your driving licence number
- Your phone number
- Your email address
- Your learning progress
- Driving test information
- Payments and payment methods
- Appointments and lessons taken

How your data is stored

The driving school is referred to as ‘data collection’ and the driving school is registered as a ‘data collector’. The data that is collected is stored securely within the ‘our app provider’ software. ‘The app provider’ is then responsible for the driving school’s behalf for the security of the data that has been collected. If you are interested to know how your data is being stored and the security they have in place please ask for details on how to contact them directly.

Your legal rights

Paul Loader’s Driving School may disclose personally identifiable information under special circumstances, such as to comply with a summons or when your actions are deemed criminal or in violation of our Terms of Service. Apart from this, your data is not shared. It is your legal right to ask to see your data or to request a copy. This is very easily done if you are a pupil as it can be shown to you at any time during one of your driving lessons. If you are a previous pupil you can send an email to us to request the information and it will be provided to you.

Data that cannot be deleted

Please note that some data cannot be deleted for legal reasons. 'Your full name' cannot be deleted as this will be needed for the driving school's financial records and to provide evidence of the driving school earnings to the tax office. But all other data that has been collected can be completely and permanently deleted.

Sending a message through the online forms

When you fill in any of the online web-forms on the driving school's website you will need to provide your name, address, phone number and email, this is used so that you can be contacted and your enquiry can be processed. This information is not stored or used for any other purposes. Your details may be kept for a period of time if you have requested to join the waiting list etc.

Terminating your driving tuition

When you have completed your driving lessons by passing your driving test or if you wish to cancel your lessons with Paul Loader's Driving School then most of the data that has been collected can be deleted. Please make sure you inform us if you wish to change instructors or cancel your tuition before passing the driving test so that this data can be deleted to enable compliance with our privacy policy.

Website

Information on the website has been used with permission. This includes testimonials, photographs and references made to named students passed and present. Students have the right to opt-out of having their photographs displayed on the website at any time.

Data Sharing

Paul Loader's Driving School may disclose personally identifiable information under special circumstances, such as to comply with a summons or when your actions are deemed criminal or in violation of our Terms of Service. Apart from this, your data is not shared.

Dashcam recordings

The tuition car is fitted with dashcams to record what is happening outside of the vehicle, it does not record any sound. This is used as evidence in the case of any accidents or incidents. It is not shared on any social media or other public or private platforms. Paul Loader's Driving School may disclose this as evidence under special circumstances, such as to comply with a summons or when a person's actions are deemed criminal or in violation of the law.

Cookies on this site

This site uses cookies in the normal functioning of the website. We have not added any cookies to gather data. This website is powered by WordPress and has various plugins added to make the website function. Some of these from time to time use cookies. The payments section on this site is powered by Total Drive and Stripe Pay who use cookies to help process payments and for security.

Complaints Policy

It is very rare to receive complaints from students as we always try our best at all times to ensure everything goes according to plan. The best thing for a student to do is to speak to their instructor if something has been said or done that has caused any offence, there is normally a reason and it is acknowledged that during a driving lesson things can sometimes be taken out of context.

Also, make sure you have read and understood the driving school's terms and conditions, particularly when it comes to cancelling or changing lessons and any charges that you may be charged for missed lessons.

In the event that a student wished to pursue a complaint they should initially;

- 1) speak to their instructor to see if it can be resolved.
- 2) Email their instructor and detail the complaint and give them some time to respond.

Paul's Automatic Driving School emailed using the following address: hello@autoamtic-instructor.co.uk

- 3) The DVSA do not normally get involved in complaints as driving instructors are self-employed but if your instructor owns a franchise you could then contact the Company to see if they feel you have a valid complaint.

By accepting, paying or carrying out any driving lessons with Paul's Automatic Driving School it will be taken that any and every student accepts the above terms and conditions and legal policies, without exception. Also when signing into the driving school app for the first time, a student will be asked to accept the driving school's terms and conditions.