

Terms of your Tuition

About your Instructor

Driving Instructor:

Mr John Iddon

A.D.I. Number:

293940

Contact details:

01455 850263 or 07877 322900

Last check test score:

4/6

Rules of Tuition;

Documentation: All pupils **must** produce both copies of their U.K. driving licence on the day of their first lesson with myself and pass an eye sight test to allow them to begin their lesson. It is for the pupil to read and accept this document after their lessons begin with me and not for me to inform of all these rules. Most of the items listed here are to protect both myself and also my pupils from unfair behaviour or financial loss/inconvenience.

Your tuition: To successfully pass both of the driving tests all pupils agree to follow my tuition at all times, failure to do this may result in serious injury to you and other road users. I will teach you to the *Driving Standards Agency* test standard. Your tuition is uniquely tailored to get you to pass your test at the earliest opportunity with the highest likelihood of success. Therefore pupils who follow my advice will always pass quicker than those who only take on board certain parts of their tuition. If you fail to follow my advice then I may refuse to continue with your tuition.

Booking your test: Any pupil thinking of booking their practical test must consult with me, If they wish to use my car. If you fail to do this you may find I am already unavailable or refuse you use of my car. Every pupil I send to take their test is a reflection of my teaching ability. If you are not ready, you will be told this.

About the Lesson

Lesson Cost: £22.00 per hour unless part of a block booking. (This is subject to change, a minimum of 14 days notice will be given)

Lesson length: Lesson length should be confirmed on the previous lesson or by telephone or text, email or in person. Once the duration of the lesson is agreed it is binding and should be honoured unless due cancellation is given.

Lesson times: Lessons are arranged with a mutual agreed time, done so either in person or via phone or Email.

Lesson punctuality: It is the responsibility of each pupil to be ready to start their lesson on time in and in a fit physical and mental condition without being under the influence of any substance (legal or illegal) that impairs their reactions or senses. Some flexibility is offered and expected in return with regards to lesson start times, for example due to traffic conditions and unforeseen delays a maximum of 10 minutes is given both ways. If a pupil appears or is incapable of taking their lesson because of the above reasons or due to other reasons they are then liable to pay for the lesson due to the loss of income incurred. This is standard policy within the industry.

Cancellation:

By Pupil: If a pupil needs to cancel a lesson, a minimum 24 hours notice must be given in person to guarantee no charge is made to the pupil due to loss of income. If a pupil chooses to cancel a lesson within 24 hours the lesson fee may be payable, upon my discretion. My outline on this is occasionally we all wake up in the morning and feel unwell or an emergency occurs, there is little anyone can do about this and this I can accept, but it happening more than once is unfair on my family and me. This I am unlikely to accept.

By Instructor: If I need to cancel a lesson it will normally be under extreme circumstances. If a lesson is cancelled with less than 24 hours notice a new date will be given and some reduction in the lesson cost is likely, depending upon the circumstances. If the car is unfit for the road due to mechanical failure or an accident this is beyond my control but a replacement car will be available, normally within 48 hours. If I should become unfit to teach due to ill health then this is beyond my control but all those not given 24 hours notice will be compensated somewhat. Those pupils who have cancelled on me within 24 hours notice may not be eligible

By Examiner: If on the day of your test the examiner refuses to allow my car to be used for a test then I may refund some or all of the cost of the practical test, this depends upon the reason: I cannot be held responsible if a bulb or lamp fails on the day of the test and it happens after my daily inspection. If anything has worn below the legal minimum and I have failed to have the part replaced in good time I will fully reimburse your test fee only. This is the same for any part that I should have had replaced or repaired.

By Weather: Your lesson may be cancelled due to weather conditions: I will follow advice from the Highway agency and general commonsense. If it is foggy windy icy or snowing these are the main reasons for cancelling. This is off set against the ability of the pupil in question. These lessons are not cancelled and no charges made by either party.

Lesson Priority: **Any pupil approaching their test has priority over regular pupils.** It may be necessary at some stage, to alter or cancel a pupil's regular lesson because of seniority of a pupil. Whilst this may be inconvenient to you, you will one day see the benefit yourself when you have to take your test, fitted in around your personal and professional commitments too.

Booking priority is as follows: 1) Any current pupil with a test date approaching. 2) A regular booked slot by the same pupil for the same date and time. 3) In car bookings. 4) Phone bookings (including text messages. 5) online bookings.

Lesson payment: All lessons must be paid for at the start of each lesson, any pupil who does not have the funds to pay for their lesson will be refused a lesson and still billed for the lesson booked or the lesson will be terminated and still charged, do not assume credit will be given.

Conduct: I am fully committed to upholding the conduct of practice set out by the DSA and its affiliates. A leaflet containing the full code of practice can be obtained through most driving test centres or by requests to any driving Instructor or simply call this phone number:

0115 901 2500

A brief outline

- I will at all times behave in a professional manner towards pupils and visitors.
- Clients will be treated with respect and consideration.
- I will try to avoid unnecessary physical contact with any pupil.
- Whilst I reserve the right to decide against giving tuition, I will not act in any way which contravenes legislation on discrimination or prejudice.

How to make a formal complaint.

If you feel you have grounds for a complaint against me, then you should ideally address me first of any problems or concerns you have. If you feel this is inappropriate then you should contact the Driving Standards Agencies Registrar of Approved Driving Instructors who will consider the matter and act accordingly. If you believe your complaint goes beyond this then you should contact the police immediately if you feel you have been subjected to harm or harassment of any kind, giving my name and ADI number listed at the top of this document.

Footnote

Please know in over 4 years I have never had any complaints or negative feedback about my conduct or my behaviour with any of my pupils. I am simply putting this information here to bring some assurance about the kind of instructor/person I am and want to be perceived as being.

Thanks

John Tiddon