

Cancellation and Refund Policy

1. Policy Statement

Girling Driver Training aims to provide a reliable and professional driving tuition service. This policy sets out the arrangements for lesson cancellations, missed lessons, refunds, and exceptional circumstances.

By booking lessons with Girling Driver Training, pupils agree to the terms outlined in this policy.

2. Pupil Cancellations

A minimum of 48 hours' notice is required to cancel or rearrange a driving lesson.

Where at least 48 hours' notice is given, the lesson may be rescheduled without charge, subject to availability.

If less than 48 hours' notice is provided, the full lesson fee may be charged.

3. Missed Lessons

If a pupil fails to attend a scheduled lesson without prior notice, the lesson will be treated as a non-attendance and the full lesson fee will be payable.

The instructor will wait for up to 15 minutes at the agreed meeting location unless alternative arrangements have been made.

4. Instructor Cancellations

If Girling Driver Training needs to cancel a lesson due to illness, vehicle breakdown, adverse weather, or other unforeseen circumstances, the lesson will be rearranged at a mutually convenient time.

Where rescheduling is not possible, any prepaid lesson fee relating to the cancelled lesson will be refunded in full.

5. Block Bookings

Pupils purchasing lessons in advance through a block booking may request a refund for any unused lessons.

Refunds will be calculated based on:

- The number of lessons already taken.
- The standard lesson rate applicable at the time of booking.

- Any promotional discounts applied to the block booking.

Any lessons already completed will be charged at the standard lesson rate before calculating the remaining balance to be refunded.

Refunds will normally be processed within 14 days of the request being approved.

6. Driving Tests

Where a pupil has booked the use of the instructor's vehicle for a practical driving test:

- The agreed test fee and vehicle hire fee must be paid in advance.
- If the driving test is cancelled or postponed by the Driver and Vehicle Standards Agency (DVSA), any fees paid for vehicle hire will be transferred to the rearranged test where possible.
- If the pupil cancels the test booking, any refund will be subject to the notice period provided and any costs already incurred.

Girling Driver Training reserves the right to withdraw the use of the tuition vehicle for a driving test if, in the instructor's professional opinion, the pupil is not at a safe or suitable standard to take the test.

In such circumstances, the test vehicle fee will be refunded where appropriate, less any lesson fees already incurred.

7. Exceptional Circumstances

Girling Driver Training may, at its discretion, waive cancellation charges in cases of:

- Medical emergencies
- Bereavement
- Serious family emergencies
- Other exceptional circumstances supported by appropriate evidence

Each case will be considered individually.

8. Refund Method

Refunds will normally be made using the same payment method used for the original transaction.

Where this is not possible, an alternative method may be agreed.

9. Contact Details

For cancellation requests, lesson changes, or refund enquiries, please contact:

Email: keith.girling@outlook.com

Telephone: 07973305598

Post: 11 Vernon Avenue, Newark NG24 1PG

10. Review

This policy will be reviewed periodically to ensure it remains fair, transparent, and compliant with applicable legislation.

Policy Version: 1.0

Effective Date: 16th June 2026

Review Date: 16th June 2027