

TERMS AND CONDITIONS

Girling Driver Training

Effective Date: 16 June 2026

Version: 1.0

These Terms and Conditions govern the provision of driving tuition and related services by **Girling Driver Training**. By booking lessons or using our services, you agree to be bound by these Terms and Conditions, together with our Cancellation and Refund Policy, Complaints Policy and Privacy Policy.

1. Definitions

- **"Instructor"** means Girling Driver Training.
 - **"Pupil"** means the person receiving driving tuition.
 - **"Lesson"** means any period of driving instruction agreed between the Instructor and the Pupil.
 - **"Block Booking"** means multiple lessons purchased in advance.
 - **"DVSA"** means the Driver and Vehicle Standards Agency.
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2. Driving Tuition Services

Girling Driver Training provides professional driving instruction and related services.

All tuition will be delivered in accordance with current DVSA standards and applicable laws.

Lessons are subject to instructor availability.

3. Booking Lessons

Lessons may be booked by telephone, email, text message, or any other agreed method.

Bookings are not confirmed until accepted by Girling Driver Training.

Lesson prices and packages are subject to change. Any price changes will not affect lessons already paid for unless otherwise agreed.

4. Payments

Payment for lessons and driving test vehicle hire must be made in advance unless otherwise agreed.

Girling Driver Training reserves the right to refuse or suspend further lessons where payment remains outstanding.

5. Pupil Responsibilities

The Pupil agrees to:

- Hold a valid provisional or full driving licence as required.
- Produce their licence when requested.
- Inform the Instructor of any medical condition, disability, medication or change in circumstances that may affect their ability to drive safely.
- Wear suitable clothing and footwear.
- Behave respectfully and appropriately at all times.
- Refrain from attending lessons under the influence of alcohol, illegal drugs or any substance that may impair driving ability.

The Instructor reserves the right to terminate a lesson immediately where safety is compromised. No refund will normally be payable in such circumstances.

6. Lesson Cancellations and Missed Lessons

A minimum of 48 hours' notice is required to cancel or rearrange a lesson. Where sufficient notice is provided, lessons may be rearranged without charge, subject to availability. Less than 48 hours' notice may result in the full lesson fee being charged.

If a pupil fails to attend a scheduled lesson without notice, the full lesson fee will remain payable. The Instructor will wait up to 15 minutes at the agreed meeting point unless alternative arrangements have been made.

Where Girling Driver Training cancels a lesson because of illness, vehicle breakdown, adverse weather or other unforeseen circumstances, the lesson will normally be rearranged or, where this is not possible, refunded.

7. Block Bookings and Refunds

Pupils purchasing lessons in advance may request a refund for unused lessons. Refunds will be calculated taking account of:

- Lessons already completed;
- The standard lesson rate in force at the time of booking; and
- Any promotional discounts applied.

Completed lessons will be charged at the standard lesson rate before calculating any balance due. Refunds will normally be processed within 14 days.

Refunds will usually be made using the original payment method.

8. Driving Tests and Use of the Tuition Vehicle

Where a pupil books the use of the Instructor's vehicle for a practical driving test:

- Fees must be paid in advance.
- If the DVSA postpones or cancels the test, vehicle hire fees will normally be transferred to the rearranged test where possible.
- If the pupil cancels the test, refunds may depend on the notice given and any costs already incurred.

The Instructor reserves the right to refuse use of the tuition vehicle for a driving test where, in the Instructor's professional opinion, the pupil has not reached a safe or suitable standard. In such circumstances, appropriate refunds may be given after deduction of lesson fees already incurred.

9. Instructor's Responsibilities

The Instructor will:

- Hold all qualifications and approvals required by law.
 - Maintain appropriate motor insurance.
 - Provide a roadworthy and suitably maintained vehicle.
 - Deliver lessons professionally and with reasonable care and skill.
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10. Safety

The Instructor may terminate or refuse a lesson where:

- The pupil appears unfit to drive;
- The pupil behaves abusively or aggressively;
- The pupil's conduct creates a safety risk.

In such circumstances, lesson fees may remain payable.

11. Dash Cameras

Training vehicles are fitted with dashboard cameras which may record video footage during lessons. Such recordings may include images of pupils, other road users and vehicle registration numbers. The recordings are used for safety, accident investigation, insurance claims, complaint investigations and protection of legitimate business interests.

Footage is not routinely monitored and will normally be overwritten unless required for an ongoing investigation, complaint, legal matter or insurance claim.

12. Personal Data

Girling Driver Training processes personal information in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. Personal information is collected and used for the provision of driving lessons, administration, legal compliance, complaint handling and other legitimate business purposes.

Further details are contained in the Privacy Policy.

13. Complaints

Girling Driver Training aims to provide a professional and high-quality service and welcomes feedback. Complaints may be submitted by email, telephone or post and should include relevant details of the issue.

Complaints will normally:

- Be acknowledged within five working days;
- Be investigated fairly and objectively; and
- Receive a written response within fourteen working days where possible.

Where a complainant remains dissatisfied, a further review may be requested within fourteen days of the decision.

14. Limitation of Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or any liability which cannot lawfully be excluded.

Subject to the above, Girling Driver Training shall not be liable for:

- Test failures;
 - Loss arising from DVSA cancellations or delays;
 - Indirect or consequential losses;
 - Events beyond reasonable control.
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15. Force Majeure

Girling Driver Training shall not be responsible for failure or delay in performing obligations where caused by circumstances outside reasonable control, including:

- Severe weather;
 - Vehicle breakdown;
 - Illness;
 - Road closures;
 - Industrial action; or
 - Government restrictions.
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16. Equality and Respect

Girling Driver Training is committed to treating all pupils fairly and without discrimination. Abusive, threatening, violent or discriminatory behaviour towards the Instructor will not be tolerated and may result in termination of services.

17. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

18. Contact Details

Girling Driver Training

11 Vernon Avenue
Newark NG24 1PG

Email: keith.girling@outlook.com

Telephone: 07973 305598

19. Policy Review

This policy will be reviewed annually or sooner if legislation, guidance, or business practices change.

Policy Version: 1.0

Effective Date: 16th June 2026

Review Date: 16th June 2027

This document should be read alongside the **Cancellation and Refund Policy**, **Complaints Policy**, and **Privacy Policy**, which together form part of the agreement between Girling Driver Training and its pupils.