

FINEST DRIVER - TERMS & CONDITIONS

We like to make your driving lessons here at Finest Driver as fun as possible but like everything in life we do have to have a few rules. Please read and understand these terms, they are in place in the interests of both you and our team of instructors. So here goes.....

– By booking any lessons with us is confirmation that you agree to abide by our Terms and Conditions stated below.

– If you need to cancel or re arrange a driving lesson please give us 24 hours notice otherwise you will have to pay for the lesson or it will be taken from a pre paid block booking. The reason behind this is to stop empty slots in our instructors diaries and maximise everyday so that we can see as many people as possible.

– Our cars are all maintained thoroughly and we do not have “old” cars in our fleet to make sure that we are as reliable as possible, however on the odd occasion, a car might brake down or we could get a puncture and I am afraid that we can not be responsible for anything out of our control. However, all efforts will be made to find a replacement car if this will affect a driving test. Regular lateness from our instructors without a reasonable excuse is also not acceptable.

– If you wish to be picked up or dropped off at a different location to your normal place, please ask at least 24 hours before your lesson. Sometimes it might be absolutely fine, but if the location is a completely different area , it might not be possible due to the location of the instructors next/previous lesson.

– Block booking discounts are non refundable and last for six years in line with our accounting records for HMRC, after six years lessons not used will be lost. Just like in some industries you get a discount on a product or service by booking on the internet, you are getting a discount for booking more than one lesson with the instructor and committing to your course of lessons. If under any special circumstances you then stop or change your mind and we agree to a refund, the discount will not be applied to any refund given. So the number of lessons you have had from the block booking will be charged at the normal hourly rate and deducted from the amount you paid before any monies are returned.

– Gift vouchers are valid for five years from date of purchase, however after one year from the date of purchase (written on rear of your voucher) if our prices have changed , there will be a top up charge to meet the new prices. Let us know before you start your lessons so we can adjust our records.

– You need to be able to read a number plate from 20.5 metres away legally to drive a car. If you require glasses or contact lenses then these must be worn for lessons. Failure to do so will result in the lesson being cancelled or terminated early and the fee for the lesson still paid due to late cancellation fee noted above.

– You must not be under the influence of Drink or Drugs for any driving lesson. Even if you “think” you are under a drink drive limit, the lesson will be terminated if your instructor thinks that you are under the influence of drink or drugs as this is dangerous and we have no

means of testing your alcohol or drugs level in your blood. The late cancellation fee will be charged as noted above.

– It is the instructors final decision whether a car will be provided for test. If it is felt that the candidate is of a standard where being in control of the vehicle in a test situation would be unsafe , then we reserve the right to not allow the car to be used for test.

– In the unlikely event a complaint is made, we have a formal complaints procedure in place. In the first instance, a complaint should be made in writing to or via our email address on the website. Once a complaint has been received an investigation will take place. We will respond within 14 days and once a decision has been made you have a right of appeal after the ruling has been received, which must take place within 28 days.

– Our instructors have the right to work in a risk free environment, threats, verbal or physical will be taken very seriously and always reported to the Police. We reserve the right to record violent or threatening activity.