



## **Rookie Driver Terms and conditions**

**Please ensure that you read and understand the following terms and conditions as you will be bound by these terms when you use the [www.rookiedriver.co.uk](http://www.rookiedriver.co.uk) website or when you book any driving lesson with a Rookie Driver School of Motoring Ltd Instructor. By using our site or booking a driving lesson, you indicate that you accept our terms and conditions.**

Rookie Driver School of Motoring Ltd is the owner or the licensee of all intellectual property rights in our site.

### **The Rookie Driver School of Motoring Ltd Instructor**

The Rookie Driver School of Motoring Ltd Instructor is franchised and self-employed with their own car, training equipment, and insurance. Rookie Driver School of Motoring Ltd is only an administration agent. All contracts are between you (the Pupil') and the Rookie Driver Instructor. Rookie Driver School of Motoring Ltd is not responsible for monies paid or booking times and have no liability for any loss or damage.

Your Rookie Driver Instructor, as a self employed franchisee, is responsible for your tuition, their conduct, and the condition of their vehicle. It is your responsibility to obtain direct contact information for your Rookie Driver Instructor.

Whilst the Rookie Driver School of Motoring Instructor will attempt to train the Pupil to the highest standard, Rookie Driver School of Motoring Ltd or the Rookie Driver franchised Instructor cannot be held liable for any errors that the Pupil commits whilst driving whether accompanied or unaccompanied by the Rookie Driver Instructor and whether before during or after the driving test.

## **Obligations of Pupils**

All Pupils must be in possession of a valid driving licence and meet the DVLA medical and eyesight requirements.

The Pupil must be punctual for their lesson, the ROOKIE Driver School of Motoring Instructor will wait approximately ten minutes at the nominated pick up point, if after ten minutes the Pupil has not arrived or made contact the lesson will be cancelled and the cost of that lesson will be payable in full by the Pupil.

## **Lessons**

Lessons will start and finish at the agreed location. If at short notice you change where you need to be picked up from or dropped off, you may incur additional cost or reduced lesson time. Lessons are normally but not always in multiples of one hour in duration.

## **Special Offers**

Any special offer can be withdrawn at any time without notice. All special offers are to be taken as an individual offer and cannot be used in conjunction with any other offer unless otherwise stated. The Super sale offer of ten hours for £159 is a limited offer and is for new drivers only starting out on their first driving lessons and must be paid in full before any training is carried out. The two hour trial lesson can be taken before the Super Sale offer of ten hours for £159. The £159 Super sale offer is only available on **manual** lessons only.

## **Termination of Lessons/use of the vehicle**

The Rookie Driver School of Motoring Instructor reserve the right to terminate lessons in the event that the pupil is deemed unfit to drive for any reason including ill health or being under the influence of alcohol or drugs.

The Rookie Driver School of Motoring Instructor reserves the right to withdraw their car from the Pupil's driving test if, in their opinion, the Pupil is not up to test standard.

## **Cancellations**

If you need to cancel a lesson, you must give your Instructor a minimum of 48 hours notice. If for any reason you are unable to give this amount of notice, we reserve the right to charge for the lost lesson.

## **Test Day**

Your instructor will guide you through the process of the test day and also when to actually book for your practical test. On the day of your test you will need to book your instructor for normally 2 hours (this may differ depending on location.) If for what ever

reason the DSA cancel your test on the day when you get there you will still need to pay your instructor for their time, in some cases you can claim that back from the DSA.

### **Customer Satisfaction**

At Rookie Driver School of Motoring we are passionate about giving total customer satisfaction. If for what ever reason you are not happy with the service you get from your instructor please feel free to discuss it with them, if for what ever reason you would like to speak to head office regarding your concerns please call on 0800 043 9309 and we will do all that we can to resolve your queries.