

# STANDARD TERMS AND CONDITIONS OF BUSINESS

Effective from April 6<sup>th</sup> 2018 and supersedes all previous versions

All lessons given will be conducted in accordance with the following terms and conditions of business. Pupils embarking upon a course of driving lessons with **APOLLO** will be presented with a copy of these conditions and asked to sign to acknowledge receipt.

## 1. LESSONS

Each lesson will last for a period of 60 minutes (or multiples thereof) and will be charged at a standard rate of:

	<b>Manual</b>	<b>Automatic</b>
Trial Lesson*	£ 13.00	£ 14.00
Standard Price	£ 26.00	£ 28.00
Supervision Lesson Price	£ 26.00	£ 28.00
Pre-Pay 5 Lessons ( 5% Discount)	£123.50	£133.00
Pre-Pay 10 Lessons (10% Discount)	£234.00	£252.00
Pre-Pay 30 Lessons (15% Discount)	£663.00	£714.00

per 60 minute lesson

To qualify for the discounted lesson prices a single payment must be paid on or before the first driving lesson. Trial lessons cannot be included into any pre-payment block and do not contribute towards discounted lessons.

Lesson prices will be held for a period of 3 months from the date of the first driving lesson, irrespective of any change in standard lesson price. If, however, an unauthorised gap of 15 days or more occurs between consecutive lessons, then the current standard lesson price prevailing on the date of re-commencement of lessons will apply.

Any change in lesson prices will be advertised a minimum of 28 days in advance of implementation.

For the purpose of the DVSA Practical Driving Test the tuition car must be booked for a minimum period of 2 hours. Please note that the Driving Test Fee is paid directly to the Driving Standards Agency and does not cover the cost of the hire of the Tuition Vehicle which will be charged separately for.

The company reserves the right to insist that driving lessons are paid for at least 48 hours in advance.

Payments can be made using cash, cheque (valid cheque guarantee card required), Bank Transfer, VISA, Switch or Delta. A standard fee of £10.00 will be automatically charged as a consequence of dishonoured or bounced cheques.

## 2. VEHICLE

The tuition car provided for each lesson will be legal, roadworthy and insured for the purpose of tuition and DVSA Tests. In the event of unexpected breakdown or instructor illness the company reserves the right to substitute another vehicle or instructor for the purposes of a DVSA test.

## 3. CANCELLATIONS

**If for any reason whatsoever the pupil fails to provide **APOLLO** with a least 24 hours notice of cancellation then the pupil will be required to pay 100% of the cancelled lesson(s) cost. The charge will be waived if the pupil attends hospital or his/her GP in connection with the reason for cancellation.**

In the case of inclement weather, mechanical breakdown or a short notice cancellation of a DVSA driving test by the DVSA, **APOLLO** reserves the right to change without notice any lesson to a later date or time without financial recompense.

**APOLLO** cannot be held responsible in any way for any costs or consequential losses resulting from a cancellation of a driving test by the DVSA.

## 4. USE OF VEHICLE

**APOLLO** instructors will always arrive for driving lessons with a clean and smart appearance. It is expected that students will also arrive for their driving lessons suitably attired and ready for their lesson. If, in the opinion of the attending instructor, the student is inappropriately dressed for his/her lesson, either by their choice of clothing or footwear, the lesson may be cancelled and the fee forfeited.

**APOLLO** reserves the right to withhold the use of the tuition vehicle if the instructor considers that the pupil is unwell to the extent that reaction times or concentration limits are impaired or if the pupil is under the influence of alcohol or drugs. In this event the pupil will be expected to pay for the cancelled lesson(s) in full.

**APOLLO** also reserves the right to withhold the use of the tuition vehicle for DVSA driving tests if the instructor considers that the pupil is not ready or is unsafe. Sufficient notice will normally be given so that the pupil will not forfeit the test fee. **APOLLO** cannot be held responsible in any way for any costs or consequential losses resulting from a cancellation of this driving test.

It is essential for a student to always use the instructors ADI Number when booking a practical driving test with the DVSA. Failure to do this could result in a double test booking. In the event of a double test booking the student failing to include the ADI number will be required to change the test appointment immediately. **APOLLO** cannot be held responsible in any way for any costs or consequential losses resulting from this situation.

Pupils embarking upon intensive driving courses must acknowledge that it may not always be possible to give sufficient notice of the withholding of the tuition vehicle and that loss of test fee may be inevitable. In these circumstances **APOLLO** is not liable for any reimbursement of DVSA test fees.

#### 5. FREE THEORY PACK

A free theory pack comprising Driving – The Essential Skills, The Highway Code and on-line access to TheoryTest Pro is available to all **APOLLO** students who have already pre-paid for a block of 10 lessons and have a DVSA Theory Test booked. Access to TheoryTest Pro will end when the student has passed their theory test or an interval of 3 months between practical driving lessons, whichever occurs first.

#### 6. COMPLAINTS

In the event of a complaint contact in the first instance the Managing Director, Mr C. J. Porter on 07855 785442. If there is no successful resolution then contact;

The Registrar, The Driver and Vehicle Standards Agency, Axis House, 112 Upper Parliament Buildings, Nottingham, NG1 6LP