



Terms & Conditions

Lesson Fees

- Lesson fees will be quoted at the time of booking and may be subject to change. Any fee increases will be communicated to you in advance.
- All lessons must be paid for in full no later than the day before the scheduled lesson. Payment can be made by bank transfer or, if agreed in advance, by cash.
- Failure to make payment by the deadline may result in the lesson being cancelled and charged in full.
- There are no refunds on block booking payments once lessons have commenced.
- Block bookings are non-transferable between pupils.
- Prepaid single lessons are non-refundable unless cancelled with more than 24 hours' notice.

Lesson Appointments

- All lesson appointments must be made directly with your instructor. To help secure your preferred times, please provide as much notice as possible when booking.
- Pupils and their instructor must pre-agree the duration of any lesson. If for any reason it is not possible to deliver the full duration, the remaining time will be added to a later lesson.
- If your instructor arrives on time at the agreed pick-up point and you do not show, they will wait up to 15 minutes. If no contact is made within this time, the lesson will be considered cancelled and charged in full.
- The instructor will determine a safe location for practical tuition. If necessary, your instructor may drive you to and from the lesson location; this journey time forms part of the paid lesson time.
- Please agree where your lessons will start and finish when booking. If you request a different meeting or finishing place, your lesson time may be shortened to cover any additional travel.
- If you arrive late your lesson may be shortened and the time missed may be lost. The instructor cannot guarantee the full lesson time if you are late.

Lesson Cancellations

- More than 24 hours' notice must be given if you are unable to attend a lesson.
- If less than 24 hours' notice is given, the full lesson fee will be payable.
- Repeated cancellations or frequent rescheduling may result in termination of future lessons at the instructor's discretion.
- If your instructor needs to cancel your lesson, you will be offered the opportunity to reschedule at the earliest mutually convenient time.
- In cases of unavoidable circumstances such as mechanical breakdown, illness, or adverse weather conditions, your instructor cannot guarantee immediate rescheduling or compensation.
- In the rare event that a lesson is cancelled at short notice by your instructor, every effort will be made to prioritise your rescheduling and minimise disruption to your learning.
- If you are unwell or experiencing symptoms of an infectious illness, you must notify your instructor as soon as possible.

Driving Tests and Use of the Instructor's Car

When booking your driving test, you should always consult your instructor to discuss timing and readiness. Once you've booked a test, notify your instructor immediately with the date, time, and location to ensure the car can be reserved. It is your responsibility to ensure you have the correct documentation on the day of the test.

Your instructor will regularly review your progress and provide honest, supportive feedback. While many pupils book their driving test in advance, your instructor has a professional responsibility to help you determine whether you're ready to take it. If they feel you may benefit from further preparation, they'll discuss this with you and may recommend postponing the test. This advice is based on your safety, confidence, and official guidance from the DVSA's [Ready to Pass?](#) campaign.

Use of your instructor's car for the practical test is not guaranteed and is subject to the following conditions:

- Your driving must be at or very near test standard.
- Your instructor must agree that you are ready to take the test.
- Your progress must not have been affected by missed or irregular lessons.
- You must not appear unwell or under the influence of alcohol, medication, or drugs.
- All lesson, test, or other fees must be paid in full before the test day.
- The test must not clash with your instructor's other pre-booked commitments. Every effort will be made to ensure availability for your chosen test date, but this cannot be guaranteed.
- In the event of mechanical failure or circumstances beyond the instructor's control on the day of the test, liability is limited to the lesson or car hire fee only.

If these conditions are not met, your instructor reserves the right to withhold use of the car for the test.

If you have any questions or special requests regarding test day arrangements, please don't hesitate to contact your instructor. They will do their best to accommodate your needs and ensure that the test day runs as smoothly as possible.

GDPR & Data Protection

- Your personal information will be kept secure and used solely for professional purposes related to your driving lessons, such as scheduling, and test bookings. Data will not be shared with third parties for marketing or non-professional purposes. If you have any questions about how your data is handled or shared, please contact your instructor.
- When learners pass their driving test, I may post a picture of them with their pass certificate on NextStep Driving School social media for the purpose of celebrating their success. This is entirely optional, and I will always ask for your permission before doing so. Your data will never be used for promotional or marketing purposes without your explicit consent.

Responsibilities and Liability

- You must declare to your instructor any penalty points, driving convictions, or disqualifications before beginning lessons.
- You must hold a valid UK driving licence (provisional, full, or an appropriate foreign licence).
- As the driver, you are legally responsible for your own actions behind the wheel. While under close supervision, the instructor will take all reasonable steps to prevent infringements, but responsibility ultimately rests with the driver. Any fines or penalties incurred will be your responsibility.
- The instructor's car is fully insured for tuition purposes; however, personal belongings are left in the car at your own risk.
- You must inform your instructor immediately if there are any changes to your health, including but not limited to vision, hearing, or any condition that may affect your ability to drive safely. This ensures that lessons can be adjusted appropriately for your safety and the safety of others.