Terms & Conditions and Cancellation Policy

Your Driving Lessons

1. **Your instructor:**

How-2-Drive instructors are self-employed franchisees and the contract for tuition is between the instructor and you.

You can expect your instructor to
- Behave in a professional, courteous and supportive way.
- Give you feedback and encouragement as well as identify your mistakes and correct them with you.
- Agree clear lesson objectives and learning outcomes with you.
- Be on time with a clean tuition vehicle inside and out.
- To provide you with their contact mobile phone number.
- Issue you with your Learning to Drive Handbook on your first lesson (applies to beginner drivers only, does not apply for customers that are at or near test standard)
- Update your Progress Record regularly so you know how you are getting on.
- Keep an up to date record of all your lessons and any money paid on the Appointments & Payments Record
- Return to you any monies paid for unused lessons (excluding late cancellation fees).
- Give you an honest opinion as to your readiness to take the Practical Driving Test.
- Inform you as soon as possible if a lesson needs to be re-arranged due to unforeseen events.

2. **You – the pupil:**

In return we ask that you:
- Are able to read a number plate at 20.5 metres.
- Bring your photo card Provisional Driving License to your first lesson.
- Provide information about your driving licence to your instructor – instructions on how to do this will be provided.
- Bring your Learning to Drive Handbook (issued to beginner drivers only on their first lesson) with you to each lesson for your instructor to update.
- Wear sensible shoes for driving
- Inform your instructor of any changes which may affect right or ability to drive.
- To be in a fit state for your driving lesson. ie) not on certain medication or under the influence of drugs / alcohol. If your instructor suspects you to not be in a fit state to drive, the lesson will be terminated and you will be charged.

3. **Cancellations:**

- In the event you need to cancel a pre-booked lesson you must contact your driving instructor immediately on the mobile number they provided you by SMS (text) or phone call. Calls to the main office may not get to your instructor in time.
- You must provide at least 48 hour’s notice in this event so they can re-book your slot to another customer.
- Failure to provide this notice may result in you being charged the full amount for the missed appointment / lesson.