

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.