

Terms & Conditions and Cancellation Policy

For your driving lessons

How-2-Drive instructors are self-employed franchisees and the contract for tuition is between the instructor and you. All payments for lessons are made directly to the instructor.

1. Your instructor:

You can expect your instructor to:

- Behave in a **professional**, courteous and supportive way.
- Agree **clear lesson objectives** and with you at the start of the lesson.
- Be **on time** with a clean car inside and out.
- Provide you with their contact **mobile phone number**.
- Give you a **Learning to Drive Handbook** for you to keep (normally on the first lesson, excludes refresher training and near test standard pupils).
- Update your **Progress Record** after each lesson.
- Keep your **Appointments & Payments Record** up to date.
- Give you timely feedback and help you identify your areas of development and encourage you to reflect on your performance between lessons.
- In the event you stop having lessons, your instructor is responsible for refunding the balance of payments for unused lessons, excluding any late cancellation fees.
- Give you an **honest** opinion as to your readiness to take the Practical Driving Test.
- Will only allow you to use their car for practical tests providing you have demonstrated a safe standard of driving. You instructor may refuse the use of their car in this event.
- 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 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** each lesson.
- 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.