

PUPIL TERMS AND CONDITIONS

WOW DRIVE – SURREY ZONE MANUAL

- Full terms and conditions are available on our website Wowdrive.co.uk
- Instructors are all franchisees of Wow Drive Limited and trade as third party representatives. All pupils' personal data and records are stored and secure in accordance with Data Protection and GDPR laws and regulations.
- It is a legal requirement for all candidates to have a provisional or full UK driver's licence in their possession at the lesson with no current or pending disqualifications. Lessons cannot be undertaken if the candidate does not possess a provisional licence or full UK driver's licence. All candidates must present their licence to their driving instructor at the first lesson as well as their National Insurance number. This is to enable the instructor to carry out the relevant DVLA searches. Any candidate who doesn't produce their licence and National Insurance number at their first lesson will not be able to proceed but will still liable for the lesson fee.
- The pupil may be permitted to use the training car for their driving test, only if the driving instructor is satisfied that the pupil is at the required standard. The length of time required for a test varies depending on location. If you wish to use your instructor's car for the test, there will be a car hire package fee payable. This fee allows for one hour of travelling time to the test centre as well as any test preparation. The fee starts at £150 and rises to a maximum of £200 depending on the test centre location. Pupils are responsible for booking their driving test as well as ensuring that the fee is paid to the DVSA. It is also the responsibility of the pupil to ensure that the instructor's car is available for use on the day of their test. The most typical fee charged to clients in this area is £170. Instructors usually have to cancel 4 hours of driving lessons to accommodate the irregular driving test appointment times.
- Driving lessons are a minimum of 1 hour and the hourly rate for driving lessons is £45. This is reduced to an hourly rate of £40 if the lesson start time is between 9am and 3:59pm, Monday to Friday.
- All monies must be paid directly to your instructor. This must be via either cash in the car at the start of the lesson, or paid directly into the given bank account at least 48 hrs before the lesson start time. If agreed between pupil and instructor, the instructor can hold money on account as pre paid lessons.
- To ensure fairness and availability to all pupils, we operate a strict 48hr cancellation period. Any lessons no shows, cancelled or modified by the pupil with less than 48hrs notice will be charged if full as if the original booking had occurred
- The pupil must not be under the influence of any alcohol, drugs or medication which may affect their driving. If so, this will result in the lesson being cancelled and full payment being made to the instructor.
- Block bookings/pre-paid lessons must be taken within a period of 120 days and will expire after that date. Any refunds for blocks bookings will be based on the standard hourly rate rather than any discounted rate.
- Lessons will start and finish at a time agreed between the pupil and instructor. Instructors cannot overrun the allotted lesson time if a pupil arrives late. Pupils should inform instructors of any lateness and instructors will wait for a maximum of 20 minutes. Thereafter, the lesson will be charged in full.
Where the instructor may arrive late for a lesson due to circumstances beyond his/her control, the instructor will endeavour to extend the finish time of the lesson by the same amount of time or add such time on to any future lesson.
- I hereby agree to the above terms and conditions

NAME.....

LICENCE NUMBER.....

EYE SIGHT CHECK.....

..... PUPIL

..... INSTRUCTOR

..... DATED

..... DATED