

1. You must be of legal age to drive and produce a valid UK/Northern Ireland provisional Category B driving licence. If you do not have a photocard licence you must bring a valid Passport.

For Motorway, Pass Plus, ECO driving or Refresher lessons a valid full licence must be produced. If you do not have a photocard licence you must bring a valid Passport.

You must meet the minimum eye test requirements, which means you must be able to read a standard UK approved number plate at a minimum distance of 20.5 metres (67 feet). If you need to wear glasses or contact lenses in order to meet this requirement then you must wear them whenever you drive.

2. You must notify your instructor of any change of your ability or entitlement to have driving tuition, for example if your provisional licence has been revoked or for medical reasons such as epilepsy.

3. If you wish to cancel a lesson, a minimum of 48 hours' notice must be given. Failure to give 48 hours' notice will result in the lesson(s) having to be paid for. Lessons can be cancelled by telephone or text message but must be acknowledged by your instructor.

4. If your instructor turns up on time at the pre-arranged pick up point and you do not show your instructor will wait 10 minutes if there is no contact made between you. After 10 minutes they will leave and you will have to pay for the lesson.

5. Your instructor will endeavour to arrive on time however, due to unforeseen circumstances such as breakdown, accidents, traffic hold ups etc, lesson times may need to change or even be cancelled. If cancelled by your Instructor, no fee will be charged.

6. Lessons must be paid for in advance or at the time of the lesson by cash or debit/credit card. You can pay by bank transfer if you wish, please ask your instructor for account details. Where cheques are accepted your instructor will advise you to whom the cheque should be made payable.

7. You must not be under the influence of drugs/alcohol during the training. In the event of there being any signs of drugs/alcohol misuse, your instructor will withhold the use of the training vehicle for use of tuition or driving test until you are in a legal and fit state to drive. Any prescribed medication that may affect your driving should be declared to the instructor and to the DVLA medical board.

8. Should you fail to reach a satisfactory standard of driving and are likely to be a danger to other road users, or are in an unfit condition through substance or alcohol abuse as described above, the ADI has a responsibility to the DSA examiners not to allow the use of the training vehicle for the purpose of the driving test. This is in the interest of the pupil, the examiner and other road users and is a precautionary safety measure. Driving Standards Agency guidelines do not allow for a pupil to take a practical test just for the experience.

9. No responsibility can be taken for tests cancelled by the DSA for whatever reason. Lessons will have to be paid for but can be claimed back from the DSA. The instructor cannot be responsible if you fail because of the eyesight test. Your instructor will be responsible if the test is cancelled due to the condition of the tuition vehicle.

10. Your instructor will not discriminate against race, colour, gender, religion or sexual orientation.

11. All our tuition vehicles are classed as public places and therefore smoking is prohibited within them.

12. In the event of a complaint in the first instance try to resolve with your instructor. We subscribe to the Vehicle and Driver Standards Agency Code of Conduct for Approved Driving Instructors, details of which can be found on our website, www.markcarrolladi.uk