

# 21ST CENTURY DRIVING

TERMS AND CONDITIONS - 01/07/2021



The wearing of a face covering is mandatory on ALL lessons and tests until further notice



Driving lessons are all delivered subject to these terms and conditions which are displayed here and on the website. Please be advised that these terms and conditions, while designed to cover most aspects of your training agreement with your instructor, may not detail a specific circumstance. Should you feel the need to clarify an instance not covered below, please contact us on 07736 389636 or email us at 21stcenturydriving@gmail.com and we will be pleased to answer your query

**Entitlement to Drive** - As from the 8th June 2015 the DVLA will no longer be issuing the green paper counterpart to the photocard licence. You will need to produce your photocard on your 1st lesson, but by booking and taking driving lessons with us you are declaring and confirming your entitlement to drive. Failure to disclose any endorsements on your driving licence can have serious consequences. If we have need to check your licence you will need to provide us with your licence and NI number. By booking and taking driving lessons with us you are confirming your entitlement to drive under English law and the relevant Road Traffic Act

**Legislation** - 21st Century driving and its representatives shall at all times comply with the requirements of the Disability Discrimination Act 1995 and the Race Relations Act 1976 and all other related statutory and regulatory requirements including the DVSA's Code of Conduct relating to equal opportunities and shall not treat any person or group of people less favourably than another on the grounds of race, colour, religion, ethnicity, sex, age, disability, nationality, marital status or sexual orientation

**Lessons** - The contract for driving tuition between you and your instructor and no other party. You and your instructor are responsible for agreeing all matters relating to the pricing, timing, location and duration of individual lessons. You must notify your instructor of any matters which affect your ability or entitlement to have driving tuition, for example, but not limited to, any lack, or loss, of a valid provisional driving licence, or inability to drive on medical grounds

**Cancellations** - If you wish to cancel or rearrange a lesson, **a minimum of 48 hours prior notice should be given**. Cancellations must be made directly between you and your instructor, sending of email/text is no guarantee of communication until a response has been received. If you do not give at least 48 hours notice of cancellation, your instructor will be entitled to make a charge up to the MLP (maximum lesson price) for the lesson(s) concerned. If you are on a special offer deal, this can affect your benefits relating to the offer (Please refer to the special offer additional t's & c's or call us for further details). Any client cancelling 2 consecutive lessons can consider their training programme suspended. To re-instate your training you will be required to email your wish to restart, confirm an appointment date and send the lesson payment in advance. This can be done by bank transfer, cheque or the easiest way is to purchase the lessons through the on-site shop

**Payments and lesson bookings** - Your payments for driving tuition should be made direct to 21st Century Driving either in cash, by cheque, bank transfer or by using Paypal in the online shop. We recommend that you keep your lessons paid in advance (this need only be 2hrs) as only paid for lessons are confirmed. Should an unpaid for lesson slot be required for a paid up client, your lesson booking may be forfeit. Cheques should be presented the lesson before to allow time to clear through the bank. All payments must be made in a timely manner and accounts kept in credit otherwise any offered discounts may be withdrawn, and in the case of a late payment, a surcharge of up to **£2.50p per hour may be incurred** and applied on an hour by hour basis

**Price changes** - The price of lessons which have not been prepaid as part of a block booking may be changed at any time. You will always receive prior notice of such changes. The cost of prepaid tuition is based on the lesson price in force at time of booking, and will be honoured for 3 months thereafter irrespective of any price increase that may occur between the date of booking and when the lessons are taken. Any unused lessons remaining after 3 months have elapsed shall have any lesson price increase applied

**Use of personal information** - Information you provide or we hold about you **WILL NOT** be passed to any other person, group or agency without your express permission. You can view our privacy statement [HERE](#) (exceptions being when required to do so by law by a recognised English or Welsh authority) NHS track & Trace information requests not included, we will supply any requested details to the appropriate NHS department if and when requested

**Special offers and discounts** - Steve Thompson ADI and 21st Century Driving provide a great range of offers and discounts to new and existing learner pupils. Please be advised that you can only be in receipt of one offer/discount at any one time. If you have any queries or questions regarding the term of service, please contact us, and we will be pleased to answer any concerns you may have