

- 1) Please make payments to your allocated instructor.
- 2) If you have pre-paid The Driving Crew, please be aware that after your first lesson the monies are transferred to your allocated instructor. Any queries regarding money are then between you and your allocated instructor.
- 3) The Driving Crew cannot be held responsible for any monies paid to the franchised instructor. The contract is between the pupil and the franchised instructor.
- 4) You are required to give a minimum of 24 hours' notice to your instructor, should you wish to cancel your lesson. Anything less than 24 hours, your instructor is entitled to charge you for the hours cancelled.
- 5) Any block booking lessons not fulfilled within 6 months of the initial payment may be lost unless zero hours were taken
- 6) We do not offer a refund on block bookings unless zero hours have been used. If you are unsure about your future driving lessons, we recommend you pay your instructor on a pay as you go basis.
- 7) The Driving Crew instructor is entitled to withdraw their car for the usage of your test, should they feel you are not ready.
- 8) The Driving Crew cannot be responsible for lessons cancellation due to mechanical break-down, but will endeavour to find a replacement vehicle as soon as possible.
- 9) The Driving Crew instructors will provide the pupil with a dual controlled car in a clean and road worthy condition. Our cars are equipped with front and rear dash cams for safety purposes
- 10) All The Driving Crew instructors represent themselves in a professional manner
- 11) The Driving Crew operates a 'zero tolerance' attitude to all forms of abuse therefore such behaviour or the use of inappropriate words causing distress and/or constituting harassment will not be tolerated and the lesson will be stopped with immediate effect
- 12) The Driving Crew has a strict no smoking policy
- 13) The Driving Crew instructors will abide by an equal opportunity policy and will not discriminate against race, colour, creed, gender or sexual orientation etc