

TERMS & CONDITIONS

Last Updated: May 2026

These Terms & Conditions apply to all driving lessons and services provided by LCC Driving ("the Instructor", "we", "us", "our").

By booking driving lessons, you agree to these Terms & Conditions.

1. Licence & Eligibility

All pupils must be 17 or older, hold a valid UK provisional or full driving licence and must be legally entitled to drive in the United Kingdom.

Pupils must produce their driving licence for inspection upon request.

The pupil is responsible for ensuring that all information provided is accurate and up to date.

2. Bookings & Payments

Lessons are subject to availability and must be booked in advance.

Payment must be made 48 hours prior to or at the start of each lesson unless otherwise agreed.

Block booking packages must be paid in full before the first lesson is taken.

Prices may be reviewed periodically. Any price changes will not affect lessons already paid for.

3. Cancellations & Rearrangements

A minimum of 48 HOURS notice is required to cancel or rearrange a lesson.

Lessons cancelled with less than the required notice period may be charged at the full lesson rate.

If the Instructor needs to cancel a lesson, an alternative appointment will be offered as soon as reasonably possible.

No compensation shall be payable for lessons cancelled due to circumstances beyond the Instructor's control.

4. Missed Lessons & Late Arrivals

If a pupil fails to attend a booked lesson without notice, the full lesson fee will be charged.

If a pupil arrives late, the lesson will still finish at the agreed time wherever possible.

If the Instructor is delayed, the lost time will either be added to the lesson or rearranged for a future date.

5. Block Bookings

Block booking packages are intended solely for driving tuition and are non-transferable without prior written agreement.

Unused hours must be used within 60 days from the date of purchase unless otherwise agreed in writing.

Block booking packages are offered at a discounted rate and are designed to provide savings for pupils who commit to multiple lessons in advance.

Refund requests will be considered at the discretion of the Instructor, taking into account lessons already delivered and any associated administration costs.

If a pupil requests a refund before all lessons in a block booking have been used, any lessons already taken will be recalculated at the standard pay-as-you-go lesson rate applicable at the time of purchase.

Any remaining balance, after deducting the full standard lesson rate for lessons delivered, will be refunded.

Example:

- 10-hour package purchased at a discounted rate
- 6 hours completed
- The 6 hours will be charged at the standard pay-as-you-go lesson rate
- The remaining balance will be refunded after deductions

Refunds will normally be processed within 14 days of approval.

The Instructor reserves the right to deduct any outstanding charges, cancellation fees, or administration costs prior to issuing a refund

6. Health, Eyesight & Fitness to Drive

Pupils must inform the Instructor of any medical condition, medication, injury, disability, eyesight issue, or circumstance that may affect their ability to drive safely.

The pupil is responsible for ensuring they meet all legal eyesight requirements for driving.

The Instructor reserves the right to refuse a lesson if they believe the pupil is not fit to drive safely.

7. Instructor Responsibilities

The Instructor will:

- * Provide professional driving tuition.
- * Maintain appropriate instructor qualifications and insurance.
- * Provide a roadworthy and properly maintained tuition vehicle.
- * Conduct lessons in a safe and professional manner.

The Instructor reserves the right to terminate a lesson immediately if the pupil's behaviour is considered unsafe, abusive, threatening, or inappropriate.

8. Pupil Responsibilities

The pupil agrees to:

- * Follow all lawful instructions given by the Instructor.
- * Behave in a respectful and safe manner.
- * Refrain from attending lessons under the influence of alcohol, drugs, or any substance that may impair driving ability.
- * Notify the Instructor of any change in circumstances that may affect driving eligibility.

Failure to comply may result in the lesson being terminated and charged in full.

9. Driving Tests & Use of Vehicle

Use of the Instructor's vehicle for a practical driving test is subject to availability and the Instructor's approval.

The Instructor reserves the right to refuse use of the tuition vehicle if, in their professional opinion, the pupil has not reached a safe or suitable standard for the test.

Test fees paid to the DVSA remain the responsibility of the pupil.

The Instructor is not responsible for test cancellations made by the DVSA.

10. Liability

Whilst every reasonable effort is made to provide lessons as scheduled, the Instructor shall not be liable for delays, cancellations, or interruptions caused by:

- * Traffic conditions
- * Weather conditions
- * Vehicle breakdowns
- * Road closures
- * DVSA changes
- * Illness
- * Circumstances beyond reasonable control

Nothing in these Terms excludes liability where such exclusion would be unlawful.

11. Privacy & Communications

Personal information provided by pupils will be handled in accordance with our Privacy Policy.

By submitting an enquiry or booking lessons, the pupil agrees that we may contact them via:

- * Telephone
- * SMS
- * WhatsApp
- * Email (if provided)

Communications will only be used for lesson administration, bookings, customer support, and related driving tuition services.

12. Complaints Procedure

If you are dissatisfied with any aspect of the service provided, please contact us as soon as possible so that we may attempt to resolve the matter promptly and fairly.

Formal complaints should be submitted in writing and will be reviewed within a reasonable timeframe.

We are committed to maintaining high standards of professionalism and customer service.

By booking lessons with LCC Driving, you confirm that you have read, understood, and agreed to these Terms & Conditions.

