



Fast Pass Driving School – Terms & Conditions

1. General

1.1. These Terms & Conditions apply to all driving lessons, instructor training and services provided by **Fast Pass Driving School** ("the School").

1.2. By booking lessons or training with the School, you ("the Customer") agree to these Terms & Conditions.

1.3. The School reserves the right to amend these terms at any time. Any changes will be updated on our website or communicated where necessary.

2. Driving Lessons

2.1. Fast Pass Driving School provides professional **manual and automatic driving lessons** using DVSA-approved or trainee instructors.

2.2. Lesson duration will be agreed at the time of booking.

2.3. Lessons begin and end at an agreed location. Arriving late may result in reduced lesson time.

2.4. Customers must follow all instructions from the instructor to ensure safety.

3. Payments

- 3.1. All lessons must be paid **in advance** or at the start of the lesson unless otherwise agreed.
 - 3.2. Block booking payments must be made in full before lessons commence.
 - 3.3. Discounts, promotions or block booking packages are **non-refundable** once lessons have started.
 - 3.4. Payments can be made via bank transfer, cash or any other method provided by the School.
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4. Cancellation Policy

- 4.1. **A minimum of 48 hours' notice** is required to cancel or reschedule any lesson.
 - 4.2. Cancellations made with **less than 48 hours' notice will be charged in full**, with no exceptions unless agreed by management in exceptional circumstances.
 - 4.3. If the instructor arrives at the agreed pickup point and the Customer is not available, the lesson will be classed as a late cancellation and charged in full.
 - 4.4. This policy applies to all lessons, block bookings, test-day lessons and instructor training sessions.
 - 4.5. If the School must cancel a lesson due to illness, vehicle issues or unsafe weather, the Customer will be offered an alternative lesson at no extra cost.
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5. Customer Responsibilities

- 5.1. Customers must hold a valid UK provisional driving licence and present it at the first lesson.
 - 5.2. Customers must be medically fit to drive and disclose any medical conditions or medications that may affect driving ability.
 - 5.3. Customers must not attend lessons under the influence of alcohol, drugs or any substance that may impair driving.
 - 5.4. Instructors reserve the right to terminate a lesson immediately if they believe the Customer is unfit or unsafe to continue.
 - 5.5. Respectful behaviour is expected at all times. Abuse towards instructors will not be tolerated.
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6. Instructor Responsibilities

- 6.1. All instructors will behave professionally and provide tuition in line with DVSA standards.
 - 6.2. Training vehicles are fully insured, taxed, roadworthy and fitted with dual controls.
 - 6.3. Instructors may withdraw the use of their vehicle for a driving test if they feel the Customer is not test-ready or poses a safety risk.
 - 6.4. Instructors are not liable for any delays caused by traffic, weather or unforeseen circumstances, but will inform the Customer where possible.
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7. Driving Tests

- 7.1. Customers are responsible for booking their own driving tests unless agreed otherwise.
 - 7.2. The use of the instructor's car for the driving test is at the instructor's discretion.
 - 7.3. Test day fees, including pre-test warm-up lessons, must be paid in advance.
 - 7.4. The School is not responsible for DVSA cancellations, delays or changes to test appointments.
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8. Refunds

- 8.1. Refunds may be issued for unused lessons at the School's discretion.
 - 8.2. No refunds will be given for lessons lost due to late cancellation.
 - 8.3. Once a block booking or discounted package has started, it is non-refundable.
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9. Driving Instructor Training

- 9.1. Instructor training courses must be paid in full before training commences unless otherwise agreed.
 - 9.2. Customers must ensure they meet DVSA eligibility requirements for instructor training.
 - 9.3. The School is not responsible for DVSA exam decisions, rejections or delays.
 - 9.4. Training resources provided are for personal use only and may not be reproduced or shared without permission.
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10. Liability

10.1. The School is not liable for any loss, damage or injury caused by failure to follow instructor instructions or misuse of the training vehicle.

10.2. The School's liability is limited to the cost of the lesson or service provided.

10.3. Customers are responsible for any damage caused intentionally or through reckless behaviour.

11. Data Protection

11.1. The School complies with UK data protection laws.

11.2. Customer information is stored securely and used only for booking, training and communication purposes.

11.3. Personal details will not be shared with third parties unless required by law.

12. Governing Law

12.1. These Terms & Conditions are governed by the laws of England and Wales.

12.2. Any disputes will be handled in the UK courts.