

MSC Drive - Driving Services - Terms and Conditions

Thank you for choosing to learn to drive with MSC Drive. We are fully qualified driving instructors (ADI's) approved by the DVSA (Driver and Vehicle Standards Agency) to conduct driving tuition in cars. We strive to teach you to the very highest standard, which will not only enable you to pass your test but teach you all the skills needed for safe driving for life.

Legal requirements

In order to begin learning to drive you must hold a current provisional driving licence, which will be checked during your first meeting with your instructor. You must also be able to read a vehicle number plate from a distance of 20 metres. Corrective lenses must be worn if required. If your instructor suspects that you are under the influence of drink or drugs you will be refused permission to drive and will be charged for the session.

Session fees

Payment should be made available to the instructor, either in advance, or at the earliest opportunity after completion of each session. You will be notified via text or WhatsApp of any payment(s) due on your account. Please note: Any overdue payments may result in any future session(s) being postponed or cancelled until all previous session payments are made in full. Payment can be made either using cash or by bank transfer (preferred method) If choosing to pay by bank transfer, use the following bank account details: Account holder: Paul Chidwick, Sort Code: 20-97-58, Account number: 40093297. You should state your name as the reference.

From time-to-time session prices may increase and you will be given good notice of this. Refunds: In the unusual event of not completing advanced payment sessions, refunds can be made back to your nominated bank account to the value of any remaining hours not used. If a longer period of time has elapsed and the instructor has already declared and filed their tax return to HMRC then no monetary refund will be possible. In this case any unused hours will still be honoured and can be redeemed by booking more driver training sessions, until all prepaid funds have been used. Please note- there is no monetary refund for any unused complimentary or free introductory sessions.

Cancellation or amended bookings

Cancellation of a session by the pupil: If you have a scheduled session, which cannot be attended, you must allow time for the instructor to reschedule their diary in order to make up for lost income. This notice currently stands at 24 hours. If you fail to notify the instructor within this time period, you may be required to pay the full cost of the session. In the case of injury or illness it may not always be possible to notify the instructor within the given time. Under these circumstances you should aim to notify the instructor as soon as possible by text on 07434-869397. Please note that repeated incidents of short notice cancellations for any reason will be charged at the discretion of the instructor. In this event any advanced payment will be used to cover this, or if not available, then the full cost of the session must be paid before any further sessions can be taken or booked.

Cancellation of a lesson by the instructor follows the same rules as above and the pupil will be notified at least 24 hours before the session is due to begin. However, sickness/injury/emergency or unexpected vehicle fault/adverse weather conditions may result in the lesson being cancelled at very short notice. Every effort will be taken to warn the pupil of this at the earliest point possible.

Attendance of scheduled appointments

The instructor will always aim to arrive promptly at the arranged pick-up location in order for each session to begin on time. If the instructor is delayed due to traffic hold-ups or for any other reason, they will aim to notify the pupil at the earliest opportunity. If the pupil is not able to start a session on time, then please let the instructor know as soon as possible by contacting 07434-869397. If the instructor arrives at the pick-up location without being notified of a delay and the pupil is unavailable, then the instructor will endeavour to contact the pupil to announce their arrival. If no contact can be made the instructor will wait for a maximum of 15 minutes before leaving the pick-up location. In this instance the session may be charged at the full rate before the session can be rebooked and rescheduled. Sometimes appointment times may need to be cancelled or altered at short notice in order to accommodate people undertaking a driving test or require tuition leading up to a test. Under these circumstances pupils who require the vehicle for the purposes of a test are given priority. The instructor will however reschedule any cancelled appointments, free of charge and as soon as possible to avoid any unnecessary inconvenience to the pupil.

Driving tests

The practical driving test is conducted by the DVSA with an examiner at a local test centre. You will normally be able to choose which local test centre you prefer. Your test may be taken in your own car or in the vehicle used by MSC Drive. The current test centres used by the instructor are Guildford, Chertsey or Farnborough, please note, due to scheduling time restraints and unfamiliar training/test routes it is unlikely that the instructor can accompany you to a test located at a test centre outside of those stated above. If you have a test located elsewhere at another centre, your instructor will provide training in local areas to MSC Drive to help best prepare you, however, you will need to attend the test using your own suitable vehicle and accompanying passenger. Your instructor will advise you of when you are ready to apply for your test. Before this you will undergo a series of practice mock tests which you will be required to pass before taking your real test. If you do not reach the required safe standard, then your test may be postponed/cancelled, or you may be required to provide your own suitable vehicle and accompanying passenger in order to attend and undertake the test. You will need to book and pay for your own test and if you intend to use the instructor's vehicle you should use the instructor's ADI reference number – 266335, to ensure they are available at that time and do not incur double bookings. In the event of needing to cancel or postpone a test, the DVSA currently require 10 clear working days notice to avoid the loss of your fee. In addition only two changes per test can be made before the test will need to be cancelled and rebooked, changes include time, day or test location. If a test is jeopardised through short notice sickness/injury to the instructor, or the test vehicle incurs an unexpected fault or breakdown, the instructor will cover the cost of your next driving test fee.

Complaints

The instructor's official authorising document (ADI Licence) will be displayed on the windscreen of the car and may be inspected freely at any time. If you are unhappy with any aspect of your tuition, then please contact the driving school by email- p.chidwick@hotmail.co.uk or speak to the instructor personally as most cases can be resolved quickly and every effort will be made to deal with the complaint. Should any dispute not be resolved mutually then you can contact the DVSA direct who will be able to offer you help and advice in resolving the matter.

I HAVE READ AND UNDERSTAND ALL THE INFORMATION OUTLINED ABOVE AND AGREE TO ABIDE BY THESE CONDITIONS BEFORE BOOKING / TAKING ANY SESSIONS WITH MSC DRIVE.