

BOOKING CONDITIONS

1. When booking a lesson the learner (pupil/student/trainee) must make sure that he/she can keep the appointment. In their interest learners are advised to keep a record of their appointments and be punctual for their lesson. The instructor would normally wait for not more than 20 minutes before the lesson would be abandoned. Lateness will be deducted from the learner's allocated lesson time frame. The learner must also be prepared to be picked up and dropped off up to approximately 15 minutes before and after the actual lesson time frame.
2. A reciprocal waiting time may become necessary if the instructor is delayed due to unforeseen circumstances, such as traffic congestion. Any lesson time lost as a result of this would be made up by the instructor, either at the end of the normal lesson time if possible or at a later date.
3. Lesson cancellations or postponements by the learner must be communicated with the instructor not less than 24 hours before the lesson appointment. Any lessons postponed or cancelled less than 24 hours before, provided the instructor can easily book another student, no penalty will be incurred. If this is not possible the full lesson fee for the lesson in question may, at the total discretion of the instructor, be charged. In the event of sickness, no fees will be charged unless a copy or image of a medical certificate is provided, otherwise the full lesson fee may be charged.
4. The instructor reserves the right to cancel or postpone lessons if he/she feels that the weather or road conditions are unsuitable/dangerous or for other reasons like sickness or vehicle breakdown. Any lessons cancelled or postponed will be rescheduled at a mutually agreed time. The instructor cannot be held responsible for any costs incurred as a result of him/her having to postpone any lessons, for whatever reason.
5. Learners who fail to attend lessons regularly for more than two weeks, without communicating with the instructor and/or for no particular and valid reason may, at the discretion of the instructor, be replaced by new students in the waiting list. Should these same learners eventually express their wish to continue attending driving lessons, they will be re-listed in the waiting list and must wait for their turn.