

## **Customer Terms and Conditions**

*Last Review Date: 5<sup>th</sup> April 2026*

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### **1. Introduction**

The following Terms and Conditions represent the basis upon which driving lessons and courses are offered to you by your instructor, who operates as an independent self-employed driving instructor under a franchise agreement, using the Weekend Wheels Driving School Ltd brand.

The contract for services is directly between yourself and your instructor. Any financial transactions and services are made solely between you, as the customer, and the independent franchisee. The Weekend Wheels Driving School Ltd call centre is a separate legal entity which has been authorised to act as a booking agent only for and on behalf of the franchisees. The WW booking centre holds no financial responsibility for any transactions and services between you and your instructor.

By booking driving lessons with WW, you confirm that you have read, understood, and agree to these Terms and Conditions. Please also read the Privacy Notice, available at [www.weekendwheels.net](http://www.weekendwheels.net), which explains how we handle your personal data.

### **2. Who We Are**

Weekend Wheels Driving School Ltd is a company registered in England and Wales under company number 11751769. Our registered address is 31 Hocknell Close, Wootton, Northampton, NN4 6AZ.

You can contact us at: [driving@weekendwheels.net](mailto:driving@weekendwheels.net) or by calling 07415 651974.

### **3. Your Instructor**

All instructors are bound by a professional code of conduct that they have signed with the DVSA as an authorised ADI or PDI. Your instructor will be courteous, polite, tidy and punctual. They will also behave in a professional and ethical manner at all times. Your instructor's car will be well maintained, clean and tidy. All cars used by instructors are fitted with dual-controls as part of their standard equipment. The cars are fully insured for driving tuition, are a non-smoking environment, and your lesson time will not be used for any other form of business, personal or otherwise.

#### **3.1 Qualifications**

As a minimum your instructor will be licensed by the Driver and Vehicle Standards Agency (DVSA) as a qualified ADI or PDI. They will also use a professional driving instructor app that manages your lessons and your payments, so that you can cross-reference your lessons and accounts for accuracy.

## 4. Eligibility to Receive Driving Lessons

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Before starting lessons, you must meet all of the following requirements:

1. You must be of legal age to drive, and produce a valid UK or Northern Ireland provisional licence, or be a qualifying EU licence holder, before starting any lessons.
2. For Pass Plus or Refresher lessons a full valid licence must be provided.
3. You must meet the minimum eye test requirements, which means you must be able to read a number plate from 20 metres away (about the length of 5 parked cars). If you need to wear glasses or contact lenses in order to meet this requirement then you must wear them whenever you drive.
4. You must notify your instructor of any change of your ability or entitlement to have driving tuition, for example if your provisional licence has been revoked, driving convictions, or for any medical reasons that have to be notified to the DVSA.

## 5. Lesson Bookings

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### 5.1 Booking a Lesson

Lessons can be booked by contacting the WW call centre on 07415 651974 or by email at [driving@weekendwheels.net](mailto:driving@weekendwheels.net). Your instructor will contact you within 24 hours of your booking being confirmed to arrange lesson details.

### 5.2 Your 14-Day Right to Cancel

If you book your lessons remotely, for example by phone, online, or by email, you have a statutory right to cancel your booking within 14 days of the booking being confirmed and receive a full refund of any prepaid lesson fees, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you request that lessons begin within the 14-day cancellation period, you acknowledge that your right to cancel will be reduced proportionally to reflect any lessons already delivered. Once a lesson has taken place, the fee for that lesson is non-refundable.

This 14-day right to cancel does not apply to lessons booked face to face with your instructor at the end of a lesson.

### 5.3 Cancellation by You

If you wish to cancel a lesson, a minimum of 48 hours' notice must be given. Failure to give 48 hours' notice will result in the lesson fee being charged in full. Lessons can be cancelled by telephone or text message.

Your instructor will turn up on time at the pre-arranged pick-up point and will wait 10 minutes. If you do not make contact or attend your lesson within 10 minutes, your instructor will leave and you will be charged for the lesson in full. Your instructor operates to agreed time slots with you and other Pupils; therefore, punctuality is important. Please be ready for your lesson 15 minutes in advance.

### 5.4 Cancellation by Your Instructor

Your instructor will endeavour to arrive on time. However, due to unforeseen circumstances such as breakdowns, accidents, and traffic delays, lesson times may need to change or even be cancelled. If a lesson is cancelled by your instructor, no fee will be charged and your lesson will be rearranged.

## 6. Payment

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### 6.1 Standard Lessons

Driving lessons must be paid for in advance by BACS (bank transfer). Your instructor will provide you with their bank details. No cash or cheques will be accepted. By making BACS payments, transactions are traceable by both you and your instructor and can be audited via the booking app and both parties' banking records.

Payment must be made at least 48 hours before the start of your lesson, or your lesson may not go ahead and your instructor may terminate future lessons.

### 6.2 Block Bookings

If you book a block of lessons, payment for the full block must be made in advance by BACS. Block booking rates will be confirmed to you at the time of booking.

### 6.3 Intensive Driving Courses

Intensive Driving Courses, where available, must be paid for in advance. A deposit of 20% will be required at the time of booking by BACS bank transfer. Please note, deposits are non-refundable. The balance of the course must be paid in full four weeks before the course start date.

### 6.4 Lesson Pricing

WW has the right to review the pricing structure for lessons. Any change in price whilst you are still under instruction will be notified to you at least two weeks in advance. In the event of costs beyond our control increasing significantly, for example fuel costs, this may prompt a price review.

## 7. Refunds

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### 7.1 Standard Refund Policy

If any refund is agreed between you and your instructor, the remaining balance for outstanding lessons will be refunded within 5 working days. Refunds will be made to the original account from which payment was received. If that account has been closed, the refund may be made to another account in the same name. Lesson fees cannot be transferred to any other person.

### 7.2 Non-Refundable Amounts

The following amounts are non-refundable:

- The original booking fee, as your lesson slot is allocated to you and further enquiries for that time slot will be turned away.
- The 20% deposit for Intensive Driving Courses.
- Lesson fees for lessons already delivered.
- Lesson fees for lessons cancelled with less than 48 hours' notice.
- Lesson fees for lessons where you did not attend without prior notice.

### 7.3 Your Statutory Rights

Nothing in these Terms and Conditions affects your statutory rights as a consumer under the Consumer Rights Act 2015 or any other applicable legislation.

## 8. Your Conduct During Lessons

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For the safety of yourself, your instructor, and other road users, the following applies at all times during your lessons:

- You must not be under the influence of drugs, alcohol, or any prescribed medication that may affect your driving ability during lessons. In the event of any signs of drug or alcohol misuse, or a perceived inability to drive safely, your instructor will withhold the use of the training vehicle for safety reasons and you will be charged the full lesson fee.
- Any prescribed medication that may affect your ability to drive should be discussed with your doctor. You may also need to declare this to the DVSA if your doctor advises. You must inform your driving instructor of any changes that may affect your driving ability.
- Damage to the instructor's vehicle caused by you, where direct instructions have been given clearly for your safety, will result in a charge of £100 as a fixed contribution towards repairs such as tyres, wheels, or mirrors.

### 8.1 Conduct and Behaviour Towards Your Instructor

WW is committed to ensuring that all instructors are treated with dignity and respect at all times. The following standards of conduct are required from all pupils throughout the duration of their lessons and any associated communications:

- You must treat your instructor with courtesy, politeness, and respect at all times, both during lessons and in any communication by phone, text, or any other means.
- Aggressive, abusive, threatening, or intimidating behaviour towards your instructor will not be tolerated under any circumstances, whether in person, by phone, by text, or through any other channel.
- Harassment of any kind, including but not limited to comments of a sexual nature, unwanted personal remarks, or behaviour that causes your instructor to feel uncomfortable or unsafe, is strictly prohibited.
- You must not attempt to pressurise your instructor on matters of pricing, scheduling, test readiness, or any other aspect of your tuition. Your instructor's professional judgement must be respected at all times.
- You must arrive for your lesson ready to drive, punctual, sober, and in a fit state to receive tuition.

Where a breach of these conduct standards occurs, the following applies:

- Your instructor has the right to end a lesson immediately where your conduct poses a risk to their safety or wellbeing, or where continued instruction is not reasonably practicable. The full lesson fee will still be charged in such circumstances.
- The WW call centre reserves the right to refuse future lesson bookings with any other instructors, where a pupil has behaved in a manner inconsistent with these standards.
- Where conduct amounts to threatening behaviour, harassment, or assault,
- WW and/or your instructor reserves the right to report the matter to the police and to take further legal action where necessary.

## 9. Driving Tests

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### 9.1 Test Readiness

Should you fail to reach a satisfactory driving standard before your practical test, your instructor will discuss a change of test date with you to allow for further training. DVSA guidelines do not allow for a pupil to take a practical test just for the experience. You will sit a mock test with your instructor prior to your practical test so that you experience a test environment. If you do not achieve a satisfactory standard in your mock test, your instructor may not take you to your practical driving test without further lessons.

### 9.2 Test Bookings

With effect from 12 May 2026, only you as the learner driver may book, change, or cancel your own practical car driving test. Your instructor will advise you on test readiness and will provide their ADI or PDI personal reference number for you to enter when booking, so the DVSA system can check their availability.

### 9.3 Test Cancellations

Your instructor cannot be held responsible for any postponement or cancellation of tests by you or the DVSA. Ten clear working days' notice of cancellation or postponement is required by the DVSA. Failure to provide the required notice will result in the loss of your test fee.

If the DVSA cancels your test, they will do all that is possible to arrange another test as quickly as they can. If the DVSA cancels at short notice, your instructor who has made themselves and the car available for the time slot will still be entitled to the lesson fee from you. At this stage, you can put a counter-claim in to the DVSA for your costs.

### 9.4 Test Result and Vehicle Condition

The instructor cannot be responsible if you fail your practical test. Your instructor will be responsible if the driving test is cancelled due to the condition of their vehicle, for example a bulb failure. Should this happen, your instructor will fund a new test fee.

There are no guarantees of a pass. You will be trained to a high standard, but the test result is down to the individual on the day.

## 10. Pass Photos and Social Media

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With your consent, WW may post a photograph of you with your pass certificate on WW's official social media platforms including Facebook, Instagram, TikTok, and Google to celebrate your success and promote the business. You may also feature on the website.

You will be asked by your instructor whether you are happy to have your photograph taken and shared. You are under no obligation to agree, and declining will not affect your lesson or your relationship with WW or your instructor in any way.

If you wish to withdraw consent for a photograph already shared, please contact us at [driving@weekendwheels.net](mailto:driving@weekendwheels.net).

## 11. Complaints

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If you have any concerns or complaints about your driving lessons or your instructor that cannot be resolved directly with your instructor, please contact WW:

- By email: [driving@weekendwheels.net](mailto:driving@weekendwheels.net)
- By phone: 07415 651974

If you are not satisfied with the response you receive from WW, you also have the right to contact the ADI Registrar at the DVSA by emailing [instructorconduct@dvsa.gov.uk](mailto:instructorconduct@dvsa.gov.uk).

## 12. Third Party Payments and Responsibilities

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WW does not accept responsibility for any payments made directly to your instructor or to any other third parties such as the DVSA. Any disputes regarding payments made directly to your instructor must be resolved between you and your instructor, as the contract for services is directly between you and them.

## 13. Changes to Terms and Conditions

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Any and all changes to these Terms and Conditions will be displayed on the WW website at [www.weekendwheels.net](http://www.weekendwheels.net). These Terms and Conditions are deemed to be current at all times. Where changes affect you during an ongoing course of lessons, you will be given reasonable notice.

We advise you to read our Privacy Notice for a full understanding of how we use and protect your data. This can be found on our website at: [www.weekendwheels.net](http://www.weekendwheels.net)

## 14. Governing Law

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These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

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For any queries about these Terms and Conditions or to make a lesson enquiry, please contact the WW call centre on 07415 651974 or at [driving@weekendwheels.net](mailto:driving@weekendwheels.net).

Our website: [www.weekendwheels.net](http://www.weekendwheels.net)