



Terms And Conditions

Birket Driver Training acts as an agent for the "Driving Instructor" who is a self-employed, DVSA registered driving instructor operating under a Birket Driver Training franchise and operating to Birket Driver Training's code of conduct and operating procedures. By booking a driving lesson, you agree to the following terms and conditions.

Driving Licence

You must hold the appropriate driving licence when driving a motor vehicle and this licence must be presented to your driving instructor for inspection.

Fitness to Drive

You must notify the DVSA of any notifiable medical conditions as per the gov.uk website. You must not be unfit to drive through drink or drugs. If the driving instructor believes you may be unfit to drive, the driving instructor reserves the right to terminate the driving lesson and you may be charged.

Alterations & Cancellations of Lessons

You must give at least 48 hours notice to amend or cancel a driving lesson or you will be charged. We will give you the same notice but if we are unable to give sufficient notice, you can claim compensation from the driving instructor to the value of the lesson. We reserve the right to cancel a driving lesson at short notice for reasons beyond our control eg dangerous weather conditions and no compensation will be available in this instance.

Punctuality

Whilst every effort is made to arrive on time, occasionally the driving instructor may be running late due to circumstances beyond their control. No liability will be accepted for this eventuality but the driving instructor will try to notify you of any issue if it is safe and legal to do so.

Cancellation of Driving Tests

Birket Driver Training accept no liability should the DVSA cancel your driving test. This can happen on rare occasions where a driving examiner is unable to conduct your test eg illness. We will advise whether you are eligible for compensation from the DVSA and how to claim compensation

Use of Driving School Car for Test

Deciding when to book a driving test relies on the professional experience of your driving instructor and their estimation of the progress you will make between the time of booking the driving test and the test day. It is therefore important to keep to your planned driving lessons to ensure that you will reach test standard by the test date. If the driving instructor believes that you may not meet the standard by the set date, the instructor will notify you as soon as possible to change the test date. If for any reason the instructor believes that you will endanger the safety of yourself, the driving examiner or the general public, they reserve the right to withdraw the use of their car for the driving test.

Payment for Lessons

Payment for standard hourly driving lessons can be made directly to your driving instructor on the day of your driving lesson. If you wish to purchase a block booking of 10 hours or pay for lessons in advance, this should be done by contacting the office. Your money will then be held in a separate bank account so that if at any point in the future you require a refund, we can arrange this for you promptly. If you request a refund of a pre-payment, the refund will be calculated by deducting the full lesson rate for any lessons that have already been charged for (if any) from the amount paid. The balance will then be refunded to you.

Complaints

Birket Driver Training will investigate any complaints made. Complaints should be made at the earliest opportunity to help us to gather as much information as possible to assist your complaint. We will endeavour to resolve any complaint but if you are not satisfied with the outcome of our investigation, you can contact the ADI Registrar by emailing adireg@dvsa.gov.uk or writing to DVSA, PO Box 280, Newcastle-Upon-Tyne, NE99 1FP.

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