

# Alan Pontet Driving Tuition

*Driving for Life*

## Conditions and Guarantee

This document should be read in conjunction with other pages on the website [www.alanpontetdrivingtuition.co.uk](http://www.alanpontetdrivingtuition.co.uk) including the Tariff (prices).

### **Tariff - Differential Pricing - commitment and, the more you buy the less you pay**

Driving tuition is an expensive service to deliver, and a tutor normally sees only one client at a time. The number of hours available during evenings and weekends are fewer than those hours available during the normal working day. Differential pricing is used to encourage you to use normal working hours, and to encourage you in commitment to your responsibility for safe sharing of the road environment.

### **Payment of fees, including part-payments for multiple-hours options and full payment for one-off appointments**

Payment is on-line to: MR A D C Pontet sort code 07-01-16 account number 27739842 - please include your name as a reference.

To maintain the current level of fees I do not accept payments by credit/debit card, since card suppliers charge fees for their facilities, and these fees would have to be recovered through higher tuition fees. I do not accept payment by cheque.

Payment for multiple-hours price options can be by part-payments which enable you to spread the cost of your tuition whilst ensuring that you are paying some towards your subsequent appointments, thereby encouraging commitment to your course and securing your next appointments. If your multiple-hours option is intended to include covering the cost of your appointment with me on the day of your practical driving test, the part-payment schedule builds up credit so that this appointment is paid for by the time that appointment comes around.

Payment for one-off appointments is in full, either in advance online or in cash at the beginning of the appointment. If you choose a one-off appointment and attend without having paid in advance or without full cash payment available, your appointment can either be shortened to the value of the payment available or, the appointment would be cancelled. I do not carry change for cash payments - any overpayment would be carried over.

### **Discounts and Income Protection**

Discounts are given on the understanding that the agreed number of hours shall be taken; accordingly, and due to cost of advertising negotiating preparing and managing courses, if refunds are requested during pre-booked courses at discounted rates, the difference between the discounted rate and the full rate for the hours taken becomes payable and shall be deducted from any refund.

### **Appointment Times**

You are responsible for keeping the appointments which you arrange. Appointments, however, are not guaranteed, nor are their start times.

I shall try to inform you of delays.

For operational reasons I exercise flexibility with the appointments regime and you shall receive the fullness of hours for which you have paid.

If I cancel your appointment you shall not be charged.

I am not responsible for your delays and cancellations caused by sickness public transport delays and other causes of your late arrivals or cancellations including short notice interviews and work attendance requirements from employers. I shall try to accommodate you but if this is unsuccessful you shall be liable for the cost of your short-notice cancellations. Short notice is less than 24 hours.

### **Receipts**

I do not issue receipts for online payments. If you want receipts for payment in cash I can offer an appointment card in which your appointments and cash paid can be recorded and signed for.

### **Courses**

Pre-booking a block of appointments does not guarantee or suggest that you shall learn to drive and pass a practical driving test within or at the end of the pre-booked hours. For advice on learning rates for different ages and learning abilities see chart on my site issued by the DVSA.

### **Intensive Courses**

Taking more than 2 appointments per week can be regarded as intensive. Driving is a stressful activity, and learning to drive is even more so. When planning your driving tuition course, take into consideration your perceived learning style and learning rate and your propensity to anxiety in a stressful environment or activity. If you decide to commit to an intensive course, I recommend that you take not more than one appointment per day, due to the likelihood of mental fatigue and consequential erosion in value for your money.

### **Fees and the Practical Driving Test**

On the day of your practical driving test you shall need to allocate time to meet with me\*, take a short practice if previously agreed\*, arrive at the driving test centre about 15 minutes prior to your test appointment\*, go out on your test in the same car, take part in a debrief with the DVSA Driving Examiner at the end of the test, and return home (or an agreed drop-off point) where you can also take part in a debrief with me if you so desire; the fee which you pay to the DVSA for a driving test appointment does not include the fee which you pay to me on this day and which includes the use of my car for your driving test, and you are advised to budget for two hours, or three hours if you live far away from the driving test centre (see also above at 'Payments') since your journey times in my car have to be paid for\*.

The actual fee which you shall have to pay on the day of your appointment with me for your driving test depends upon which day is your driving test - if your driving test is on a weekday, the fee shall be lower than on a Saturday.

\*As described on my website, my working hours begin at 09:00. If you are booking a driving test, you need to factor in a driving practice if desired and/or the time it takes to drive to and arrive at the test centre about 15 minutes before your test appointment.

### **Taxation**

I am not VAT registered and your tuition fees are currently not subject to VAT.

### **Guarantee and Complaints**

I deliver professional quality tuition at reasonable and competitive rates and without social political or sexual prejudice. If you are not satisfied with my conduct or the quality of my service you should address your concerns to me. If I accept your complaint I may offer a refund of some or all of your tuition fees or I may offer additional or alternative tuition appointments as compensation. If you continue to be dissatisfied you can refer the matter to the *Driver and Vehicle Standards Agency* who for their part can advise you about whether the nature of the complaint is within their remit as the regulator of driving instructor licences.