



Coles Driving Academy instructors are self-employed franchisees  
The contract between the instructor and the client is subject to the following terms and conditions

---

#### **Voluntary Code of Practice**

Coles Driving Academy follows the DSA & DIA code of practice for driving instructors. If you require a full copy of this code please ask your driving instructor. If you have any cause for complaint please speak to your driving instructor, then owner of Coles Driving Academy. If you are still unhappy then the code of practice will give you information regarding the next step to take.

#### **Payment & Methods of Payment**

The driving instructor shall provide you the client with driving tuition at the rate per hour as per the standard price list.

Payment for tuition should be made in advance by cheque either direct to Coles Driving Academy or to the instructor, alternatively the client may pay the instructor in cash at the commencement of each lesson again payment should be in advance of lessons. Coles Driving Academy can not accept any responsibility for any payments of cash made, or cheques made payable, to the instructor.

Where an intensive course or discounted block booking has been booked, a deposit of £50 is required with the balance to be paid 10 working days before the day of the first lesson. Please note that all fees paid to Coles Driving Academy for lessons and courses are non refundable in the event that you decide to cancel the course or lesson. Coles Driving Academy will however give a full refund if we are unable to meet any special requirements that have been noted on the booking form. All block bookings or gift vouchers will have an expiry date of six (6) months from date of purchase, unless agreed otherwise in writing. See price list for other conditions regarding prices. Coles Driving Academy reserves the right to adjust the cost of training without prior warning.

#### **Lesson cancellations**

Lesson cancellations can only be made by the client directly with the instructor at least two working days (excluding Saturdays, Sundays and Bank Holidays) prior to the commencement of the lesson, otherwise lesson fees will not be refunded. It is hereby expressly agreed that this contract is made solely between the instructor, as principal, and the client. In making any bookings, supplying any information or documentation to the client, and processing any payments Coles Driving Academy acts as agents of the Instructor, and accordingly, the client acknowledges that neither party can have any liability to the client in respect of any matter which is subject to the contract between the client and the instructor.

The instructor shall have the right to rearrange any appointment to a time convenient to both parties if the instructor is not available for any reason. You will be notified as soon as possible, and another appointment will be mutually agreed or where possible another instructor supplied.

#### **Driving Licence**

You must hold a current and valid driving licence, provisional or full and be able to produce it on or before the first lesson and anytime thereafter.

#### **Officially recommended syllabus**

Coles Driving Academy follows the officially recommended syllabus as laid out by the DSA.

#### **Information Folder**

The information folder and its contents remain the property of Coles Driving Academy and must be produced or returned on request. Contents are thought to be correct at time of printing. Coles Driving Academy cannot be held responsible for errors or omissions. We take no responsibility for the consequences of any such errors or for any loss or damage suffered by users of any of the information published. In the case of web site links, we cannot guarantee that they will work nor responsible for there content.

#### **Car Insurance**

The tuition car is fully insured for tuition and driving tests with a reputable insurer, for further details contact your instructor.

#### **Driving Tests**

Coles Driving Academy reserves the right in the interest of safety to withdraw the use of the driving tuition vehicle if in the instructor's opinion the client is not ready for a practical test.

If you wish to cancel your theory/hazard perception or practical test appointment, you must abide by the cancellations terms set out by the DSA. For full details see your booking confirmation letter or the DSA web site [www.dsa.gov.uk](http://www.dsa.gov.uk) The DSA have the right whilst a test is being conducted to have a senior examiner present in the tuition vehicle to ensure the test is being conducted correctly. However this senior examiner is only watching the examiner not the candidate.

#### **Instructor Checks**

The Approved Driving Instructor is checked tested by the DSA; therefore a representative of the DSA or Coles Driving Academy may be present in the tuition vehicle during lessons. This is a requirement in the interest of our clients to ensure that the instructor maintains a good standard of instruction. He/She will only be observers and the lesson will carry on as normal.

#### **Lesson Duration**

All matters relating to the timing, location and duration of individual lessons shall be subject to agreement between the instructor and the client.

Web: [www.colesdrivingacademy.co.uk](http://www.colesdrivingacademy.co.uk) Email: [enquiries@colesdrivingacademy.co.uk](mailto:enquiries@colesdrivingacademy.co.uk)  
Tel: 02920 315 355 Mobile/Text: 077 6453 0915