

This document explains the Terms and Conditions related to the provision of driving lessons with DR Jones, a Bill Plant Driving School Driving Instructor. They incorporate the Bill Plant Driving School Terms and Conditions along with the additional areas covered for DR Jones. All Terms and Conditions are relevant, however the initial contact/query, complaint should be made direct to DR Jones via the direct email or contact forms within the website. If you are unsatisfied with your response, please feel free to Contact Bill Plant Directly.

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# About Bill Plant Driving School/DR Jones

Bill Plant Driving School operates one of the largest driving schools in the UK with over 650 DVSA registered driving instructors based across England, Scotland, and Wales. They offer Student's the ability to purchase driving lessons with self-employed, franchised driving instructors via both their website (billplant.co.uk) and through the Head Office Call Centre between 9am-6pm, 7 days per week. Payments can be made using a debit or credit card.

They are a registered company in England. The company registration number is 09134159. Our registered office is Canalside House, 7 Charter Road, Ripon, North Yorkshire, HG4 1AJ.

Personal data, and/or information about you, that you provide to Bill Plant Driving School and/or your instructor may be used in accordance with our Privacy Policy, which can be found here.

My Name is Danny Jones (DR Jones) and I am self-employed working as a registered driving instructor, franchised to Bill Plant Driving School.

I use my existing company Expertina Ltd (The Company) as the Business Bank for all payments made/received. The company registered address is 61 Bridge Street, Kington, Herefordshire, HR5 3DJ

# **Customer Services Team Contact Details and Availability**

DR Jones contact details are as follows:

Phone line: 07900 693937.

• Email address: email@drjonesdrivinginstructor.co.uk

• Website: <a href="https://drjonesdrivinginstructor.co.uk/">https://drjonesdrivinginstructor.co.uk/</a>

Bill Plant Driving School's Customer Services Team can be reached via phone, email, social media, or via our Contact Us Form using the following details:

Phone line: 0330 555 2254, Option 2

• Email address: customerservices@billplant.co.uk

• Facebook: Bill Plant Driving School

Instagram: @billplantdrivingschool



Twitter: @BillPlantHQ

• Filling out our online Contact Us Form

# **Driving Lesson Terms & Conditions**

By submitting your driving lesson enquiry and booking through the Bill Plant Driving School website or over the phone via our Head Office Call Centre, or by booking lessons via DR Jones Website, you are agreeing that you understand and accept the Terms and Conditions related to the provision of driving lessons with your Bill Plant Driving School Driving Instructor.

All Student's should be aware that all Bill Plant Driving School's Instructors are self-employed franchisees of the company whose lesson prices are set independently at the discretion of individual instructors.

Bill Plant Driving School is not liable for any payments made by the student directly to the instructor, as these monies are not paid to Bill Plant Driving School.

- 1. Student's must be aged 17 years or older to be able to take driving lessons in accordance with UK law.
- 2. Student's must certify that they hold a valid driving licence to drive Bill Plant Driving School's tuition vehicles. Student's must inform their instructor immediately if they receive any endorsements on their driving licence during the period they are receiving tuition.
- 3. Student's must provide their instructors with a minimum of 48 hours' notice to cancel a driving lesson. Should the Pupil fail to give the instructor adequate notice, then the Pupil is liable to pay the full driving lesson fee.
- 4. Students should make payment for each lesson of instruction to their instructor prior to the driving lesson(s) taking place.
- 5. Students should make any cheques for driving lessons payable to their instructor, not Bill Plant Driving School, and will only be accepted with a valid cheque guarantee card.
- 6. Bill Plant Driving School and its Instructors reserve the right to change the hourly lesson rate at any time for new driving lesson bookings. Instructors should ensure that they provide reasonable prior notification to Student's.
- 7. Students and their Instructors must pre-agree the duration of any driving lesson(s). If for any reason outside the instructor's control it is not possible to deliver the full duration of a driving lesson, any remaining time will be added to a later driving lesson. It is the responsibility of the Pupil to ensure that this is logged within the pupil handbook or through another written medium.



- 8. Instructors reserve the right to rearrange lessons at short notice in the event of mechanical breakdown or other difficulty outside their control.
- 9. Student's must pass the DVSA eyesight check before starting their driving lessons. Instructors are required to cancel driving lessons should Student's fail this assessment.
- 10. Instructors are at liberty to refuse to proceed with a driving lesson if he or she has reason to believe that a student is in any way under the influence of drink or drugs.
- 11.Instructors will endeavour to teach their student's the correct driving skills according to the recommended syllabus issued by the DVSA within the minimum number of driving lessons required.
- 12. Students should be aware that their instructor's primary objective is to promote road safety and in doing so, they may be required to take control of the vehicle. Instructors will make every effort to instruct Student's to the highest standard but can in no way be held liable for any errors that Student's may make whilst driving unaccompanied by their instructor, either before or after passing their driving test.
- 13. The instructor will accept no liability for accidents, injury or damage to any Third Party caused by the Pupil's recklessness or negligence during a lesson.
- 14. Driving tests may only be arranged with the prior agreement of both the Instructor and the Pupil.
- 15. Instructors reserve the full right to withhold the use of their tuition vehicle for a driving test.
- 16. Student's must make a payment to their Bill Plant Driving School Instructor directly for use of their tuition vehicle and time spent travelling to and from the test centre for a driving test. Payment for sitting a practical driving test is paid directly to the DVSA, however this does not include the use of a tuition vehicle.
- 17. Any complaints are to be dealt with in accordance with the ADI (Approved Driving Instructor) Code of Practice.
- 18. If the Student consents, the instructor may take photographs / videos of the Student after their Driving Test and request a Customer Review. The student will receive the review request via SMS or email sent by either the Instructor, Bill Plant Driving School, or Third-Party Review companies such as Trustpilot.
- 19. Nothing in these Terms and Conditions will affect any statutory rights you may have as a consumer.
- 20. Instructors may set their own additional driving lesson terms and conditions for their student's, beyond those stated here. These will only be valid should the student electronically sign/sign an agreement to them.



- 21. Bill Plant Driving School reserves the right to change and amend these Terms and Conditions at any time without prior notice. In the event that any changes are made, the revised Terms and Conditions shall be posted on billplant.co.uk and/or <a href="https://drjonesdrivinginstructor.co.uk/">https://drjonesdrivinginstructor.co.uk/</a>
- 22. No more than 1 lesson within a 7-day period shall be booked (using any of the booking methods) unless prior written agreement has been made with DR Jones.
- 23. Where Multiple lessons are booked within a 7-day period and greater than 1 is cancelled by the student with more than 48hrs notice a cancellation fee will be applicable, the current cancellation fee is 50% of each lesson cancelled.
- 24. Any additional time added to a Student account by DR Jones is only redeemable in lesson time, no monetary refund shall be awarded in lieu of any added time.
- 25.A Student is deemed "Active" where they are undertaking regular lessons within a monthly period (At least Two lesson in a four-week period). "Inactive" Students will be required to re-register within the DR Jones site.
- 26. The Bill Plant car is only eligible for Test usage once a student has passed a Mock test and is deemed an Active Student, with no outstanding monies owed.

# Lesson Changes - "Cancellations"

Anyone Student wishing to alter a Booked lesson can only do so by contact DR Jones directly via SMS message. Where a booked lesson is more than 48 hours in advance of the call the lesson can be re arranged or refunded without charge to the student.

Where a lesson is within 48 hours of the received SMS message then the full charge will be applicable.

DR Jones will confirm receipt of SMS message by return message to show the request has been sanctioned and the lesson changed. If a student does not receive an SMS message back confirming receipt of request within a reasonable time they should call DR Jones directly.

As DR Jones may be driving when the SMS message is initially sent the timeline shall start from when he opens the message to save any misunderstanding.

All reasons for cancellation of the lesson within 48 hours are understood but unfortunately shall incur the full fee of cancellation.



## Arrival at Each Lesson

I shall endeavour to arrive approximately 5 minutes prior to the scheduled start time of every lesson (Traffic dependant).

Stopping as close as reasonable possible to the agreed address and in a safe and legal position. On occasion the parking/stopping locations are unsuitable for waiting and I shall stop as close as is reasonable possible to the greed address.

I shall make contact via SMS and/or Whatts app to notify the student I have arrived and await the student.

If the student is running late, please message me to confirm you are aware of my arrival and I am happy to wait for you up to and including the full two hour scheduled lesson.

The lesson time will start from the original booked time slot and any loss of time shall be deducted from the two-hour lesson.

When no message is received stating you are aware of my presence I shall wait for a maximum of 20 minutes. I shall in that time endeavour to further contact you via SMS and/or Whatts app and/or call. After the 20 minutes I shall leave and deem the lesson cancelled with full fee applicable.

# Driving Lesson Payments to Bill Plant Driving School and DR Jones

Students are able to prepay for their initial driving lesson(s) through the Bill Plant Driving School Bookings Team. Bill Plant Driving School are not contracting with the student directly but are simply facilitating payment for services to be provided to the Student by the Instructor. The payment facilitation process operates as follows:

- 1. Payment is made by a Pupil to Bill Plant Driving School.
- 2. Funds are held in a 'Pupil' bank account separate from Bill Plant Driving School's daily banking activities.
- 3. Bill Plant Driving School notifies the instructor of the booking at the time it is processed.
- 4. The instructor confirms with Bill Plant Driving School that the booking has been arranged with the student.



- 5. Pupil payments will be transferred to the instructor within 3-5 working days.
- 6. Payments made directly to DR Jones are held within the company account and recorded in the student account. Each Student shall periodically check their account status and verify that all payments made, any allocation of free time and lessons taken are correct. Any discrepancy shall be

highlighted to DR Jones at the earliest opportunity. DR Jones shall investigate the matter within 3-5 working days and report back to the student.

# **Booking Fees**

No booking fee is applicable when payments are made direct to DR Jones, however a booking fee is applicable when payments are made direct to Bill Plant Driving School.

A booking fee of up to £9.99 (including VAT) is payable in relation to any payment made on the Bill Plant Driving School website (billplant.co.uk) or via the Bookings Team, including but not limited to driving lessons and gift vouchers. The fee is charged for administering the booking process on behalf of the student and their instructor, for administering the funds in the separate 'pupil' bank account, and for transferring funds to the instructor.

# **Block Bookings**

Block Bookings are available to provide a discount arrangement for Students seeking to purchase block bookings. These can only be made directly to DR Jones and Not via the Bill Plant Head office.

The actual fees are set out below in the Fees section, when a Block Booking payment is made and the student request a Refund, the refund shall be calculated in the following way:

Block Booking Fee Refunded – (Amount of lessons taken x Hourly Rate) +CF.

A cancellation fee (CF) of £55.00 shall also be added to the payment required.

All monies owed post calculation shall be re-paid within 30 working days into the account specified by the Student.

# Gift Vouchers



Periodically DR Jones may offer Gift Vouchers, these are only redeemable with DR Jones and the additional relevant Terms and Conditions shall be stipulated within the offer.

Bill Plant Driving School Gift Vouchers are applicable for a set number of driving lessons with their allocated instructor and thus cannot be redeemed for cash. Bill Plant Gift Vouchers can only be purchased via the Head Office Call Centre.

#### **Terms & Conditions**

- 1. Gift Vouchers must be redeemed within 6 months of purchase. Extensions are subject to the absolute discretion of Bill Plant Driving School.
- 2. Gift Vouchers are non-refundable, except in the event that no Bill Plant Driving School instructor has been able to be allocated to the learner driver prior to the expiry date, upon request by the recipient within 7 days of the gift voucher's expiry.
- 3. Driving Lessons must be taken within 12 months from the date the Gift Voucher was activated.
- 4. Bill Plant Driving School cannot guarantee the availability of its driving instructors at any given time, including specific driving instructors, tuition vehicles, or driving lesson times.
- 5. Individual instructors are self-employed franchisees and as such, as able to determine their own lesson prices. Any overspend relative to the instructor's lesson price can be used towards the cost of future driving lessons subsequent to those obtained through the Gift Voucher.
- 6. Gift Vouchers should be kept safe, as they cannot be re-issued if lost or damaged as the unique reference number is required for redemption.
- 7. Gift Vouchers are only redeemable for lessons purchased directly through Bill Plant Driving School. They cannot be transferred, redeemed for cash or used to pay for lessons with the instructor independently.
- 8. Gift Vouchers will be rendered void after the expiry date advised to the purchaser at the point of purchase and specified on the gift voucher itself. Extensions to the expiry date are agreed at the absolute discretion of Bill Plant Driving School.
- 9. Payments for gift vouchers incur a £4.99 (inc VAT) service fee, alongside an additional £2 cost for the packaging and posting of gift vouchers upon request.

# **Complaints**

If you wish to make a complaint, please contact DR Jones in the first instance via email or via the contact page on the website.



Please specify the details and nature of all complaints along with your preferred outcome. If the complaint requires further investigation, DR Jones will aim to get back in touch with you with an update or outcome within 7 days.

If you are unsatisfied with the DR Jones complaint finding please contact the Bill Plant Driving School Customer Services Team via email, or through one of the other channels listed above.

If you are a Bill Plant Driving School pupil, you will first need to provide us with the postcode or phone number given at the time of your initial booking, so the team are able to locate your record on our systems.

If you have never booked your lessons via Bill Plant Driving School and have only ever made payments directly to your driving instructor, then the team will require further details regarding your lessons and driving instructor.

If you are not a Bill Plant Driving School pupil but wish to raise a complaint about one of our instructors, the team will ask you for some information, such as the car registration plate number, to help us identify the instructor in question.

The details and nature of all complaints are noted and raised internally for review. If the complaint requires further investigation, the team will aim to get back in touch with you with an update or outcome within 7 days.

Should you not be satisfied with the proposed resolution given to you by the Bill Plant Driving School Customer Services Team, we will provide you with the contact details for the relevant external body for you to escalate your complaint to if appropriate. We may provide you with a form of compensation in exceptional circumstances at our absolute discretion.

#### Sexual Harassment or Inappropriate Behaviour

We have a duty of care to all our employees, franchisees and Student's to ensure they are able to work and learn in a safe, comfortable environment, free from inappropriate behaviour including harassment, or any verbal or physical misconduct.

Our commitment to providing a safe environment, particularly in relation to Student's taking lessons with our franchisees is underpinned by our rigidly enforced processes as follows:



- 1. All of our franchisees are subject to a police DBS check to ensure they have no criminal convictions before they are able to become a Bill Plant Driving School franchisee.
- 2. All franchisees are required to declare to Bill Plant Driving School immediately any new or pending criminal or driving convictions. Failure to do so could result in immediate termination of their franchise agreement with Bill Plant Driving School.
- 3. All franchisees are required to declare to Bill Plant Driving School immediately if they become aware that they are the subject of any allegations which could be interpreted as sexual harassment or inappropriate behaviour. This includes any allegations made against the franchisee when not on driving lesson duties. Failure to do so could result in the immediate termination of their franchise agreement with Bill Plant Driving School.
- 4. The complainant should be advised that Bill Plant Driving School will investigate their complaint and request the provision of any supporting evidence that substantiates their allegations. Bill Plant Driving School, dependent on the evidence received, may be able to take direct action at this point in time.
- 5. In all eventualities, the complainant should be advised to report the matter to the DVSA and the police. Bill Plant Driving School will cooperate with the DVSA and the Police in their investigation.
- 6. Should the complaint be upheld by the Police or the DVSA, the franchise agreement will be terminated with immediate effect, and the outcome shared with the Police or the DVSA as appropriate.
- 7. Where a complaint is upheld, the relevant franchisee will be required to disclose to Bill Plant Driving School the names and contact details of all of their current Student's in order that they can be contacted by Bill Plant Driving School to make them aware that the franchisee no longer represents or is affiliated with Bill Plant Driving School.

## Refunds

Refunds may be issued if you have made a payment for driving lessons with Bill Plant Driving School and no longer wish to continue or if your instructor is unable to continue teaching you and there are outstanding lessons that you have paid for.

Refunds are processed differently for payments made via the Bill Plant Driving School Bookings Team and for payments made directly to our self-employed franchised driving instructors.



#### Payments made via the BPDS Bookings Team

If you purchase driving lessons through the Bill Plant Driving School Bookings Team or via the Bill Plant Driving School website, your contact details will be sent on to your local driving instructor who will be in touch with you directly to schedule your driving lessons.

Payments made via this method are thereafter transferred to your driving instructor from Bill Plant Driving School once your instructor has verified that they have both received the booking details and that your lesson(s) have been booked in with you.

If your instructor has not verified the lesson(s) that you are wanting to be refunded, Bill Plant Driving School will advise you of this and process your refund when you first contact us with your request, as the money will not have been transferred to your driving instructor. The refunded amount should be returned to you within 3-5 working days to the same card that you originally paid with.

If your instructor has verified the lesson(s) that you are wanting to be refunded, or if some lessons from a block booking originally paid to Bill Plant Driving School are outstanding, the Bill Plant Driving School Customer Services Team will advise you that we will first need to retrieve these sums, as the money will have already been transferred to your driving instructor.

Please note that if you cancel your block-booking payment part way through, your instructor is entitled to charge their full hourly rate for the lessons that have gone ahead. As the discounted lessons are based on purchasing a larger number of lessons, your refunded amount may be lowered to reflect this.

The Bill Plant Driving School Customer Services Team will request that you provide any evidence that shows the lesson(s) in question have not taken place. This could take the form of screenshots of correspondence between you and your instructor. At the same time, the team will contact your driving instructor to confirm that a refund is due.

Upon receipt of your evidence, and/or your driving instructor confirming that a refund is due, your refund will be processed within 3-5 working days of Bill Plant Driving School having retrieved the funds from your driving instructor. We will aim to reclaim these funds as soon as possible, keep you updated if there are any delays, and advise you once the refund has been received and is on its way back to you.



In the event of a dispute, the team would request that your instructor provide evidence that the lesson(s) had taken place. If no evidence can be provided within 7 days, we will look to issue a refund on their behalf.

Payments made directly to your driving instructor.

For driving lessons purchased through your instructor, it is important to note that as all our driving instructors are self-employed franchisees, any payments, made directly to them will have been retained by them personally and not transferred to Bill Plant Driving School.

While we cannot accept any responsibility for any payments you make directly to your instructor, we will do our utmost to assist you as required. As a first port of call, you should contact your driving instructor directly with your refund request, as they should be able to personally refund you.

If your instructor does not return your contact for any reason, or if a dispute or delay arises, please do let the Bill Plant Driving School Customer Services Team know. We will aim to contact your instructor to request that they either arrange a refund as soon as possible or provide you with the reasoning as to why they feel a refund is not due.

If this does not resolve the issue, please get back in contact with the Bill Plant Driving School Customer Services Team and we will look to escalate your refund request at the earliest opportunity.

## Reallocations

In the event that you wish to switch to a different driving instructor, the Bill Plant Driving School Customer Services Team will endeavour to arrange this for you, provided we can accommodate your preferred transmission and location. If the instructor we have allocated you upon initial booking via Bill Plant Driving School cannot take you on, we will send your details on to another local instructor on your behalf. If the other local instructors offer a different rate to what was originally purchased, we will get in touch with you to discuss the options available. In the event you do not wish to switch your booking to a different rate, we will be able to issue a full refund.

If you are looking to switch instructors part way through a block booking purchased directly via Bill Plant Driving School, your original instructor must first issue a refund for any outstanding lesson(s). The Bill Plant Driving School Customer Services Team will request that you provide any evidence that shows



the lesson(s) in question have not taken place, such as screenshots of correspondence between you and your instructor. At the same time, the team will contact your driving instructor to confirm that a refund is due.

Upon receipt of your evidence, and/or your driving instructor confirming that a refund is due, we will aim to retrieve these funds as soon as possible and allocate them towards future lessons with your new instructor. The team will get back in touch with you to discuss the reallocation options available to you, or to advise that a refund is on its way back to you if no other instructors are available.

Should you wish to change instructors after the lessons purchased with your initial booking have gone ahead, please note that any payments made to your original instructor directly cannot be transferred. We will still endeavour to find a new instructor to continue lessons, but you will be required to pay for the first lesson(s) with them upfront. Provided you did originally book through Bill Plant Driving School, the booking fee would not be charged.

Please note that if you cancel a block booking payment part way through, your instructor is entitled to charge their full hourly rate for the lessons that have gone ahead. This may result in the refund amount being lower than expected.

If your driving instructor has left Bill Plant Driving School, we will have requested that they send us a list of current Student's who will be needing a new instructor to take over for their lessons. We also ask that the departing instructor make us aware of any driving tests these Student's may have booked. Once the Customer Services Team receive this list, we will contact each pupil, prioritising those with tests, to advise on the instructors available.

Bill Plant Driving School cannot guarantee the ability to find a new instructor for a pupil under any circumstance.

## **Test Covers**

Test covers enable existing Bill Plant Driving School Student's to find an alternative driving instructor to take them for their driving test if their original instructor cannot take them. Bill Plant Driving School reserves the right to refuse searching for test cover if the pupil's original instructor informs us that the pupil is not safe on the roads or that proceeding with the test could be dangerous in any way.

Requests should be made via the Bill Plant Driving School Customer Service Team. If a non-Bill Plant Driving School Student's contacts us requesting a test



cover, they will be directed to the Bill Plant Driving School Bookings Team instead.

Students should always look to book their driving tests after checking with their instructor first that they are available, however we also understand that requiring a test cover is sometimes unavoidable due to unforeseen circumstances.

In all cases, we will ask for your driving test details and thereafter contact potential instructors, providing them with this information. If an alternative instructor is found who can accommodate your driving test, the Customer Service team will pass along your given contact details to them, so they are able to make arrangements with you directly. The Customer Services team will also advise you that they have done this.

Bill Plant Driving School cannot guarantee the ability to find test cover under any circumstance. We are also unable to offer compensation for test fees paid, as payment is made to the DVSA and not Bill Plant Driving School or your Instructor.

## Appeals Policy & Procedure

#### Introduction

This policy is aimed at learners, who are enrolled on or have taken a qualification delivered by Bill Plant Driving School. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

#### **Bill Plant Driving School Responsibility's**

Bill Plant Driving School will ensure that it's staff and learners are aware of the contents of the policy.

If an individual wishes to appeal against a decision taken by Bill Plant Driving School, it must first of all go through our appeals process. If still unhappy with the decision, they may contact the relevant awarding organisation.



#### **Appeals Process**

The following procedure has been developed in order to assist candidates in making an appeal against any decisions made by Bill Plant Driving School.

- 1. A learner should contact Bill Plant Driving School in writing to place an appeal, within 10 working days of notification of a decision.
- 2. The written appeal should state details of the decision to which the learner is appealing and the reasons for disagreeing within the decision.
- 3. Bill Plant Driving School will review the details of the appeal and discuss the grounds for the original decision with relevant staff. Guidance may be sourced from external parties if necessary.
- 4. Following the review, Bill Plant Driving School will write to the learner to either.
  - amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed.

#### OR

- to confirm we stand by our original decision and in doing so the rationale for these decisions.
- 5. Should the learner still disagree with the decision; arrangements will be made for the appeal to be reviewed by a Senior Manager or external party. Details will be supplied in writing to the learner.
- 6. Following a review, if the learner is still unhappy with the decision, they may contact the relevant awarding organisation if applicable.

#### **FEES**

The current applicable fees are as follows.

- \*Hourly Rate £42.50 each lesson is Two Hours minimum.
- \*Lesson Rate £85/two-hour lesson
- ➤ Block Booking fee:
  - o 10 Hours £415.00
  - o 20 Hours £800.00
  - 14 Lessons £1,190.00 free car hire for test day



- > Test Car Fee £120.00
- > Theory Revision On-Line Sessions (1 Hour) £35.00/hour
  - 1. All lessons are a minimum of Two hours.

### **Lesson Times**

With the uncertainty of traffic on the roads at any given time, I may on occasion be late arriving at a lesson. I will always endeavour to notify the student if this is likely via SMS. Should I be late I will always recover the time in an agreeable way with Student. If you feel at any time you are not receiving your fair share of time, please bring it to my attention and/or raise a compliant as detailed above.

- ➤ If I am between 1-15 minutes late for a lesson time I will with your permission extend our slot to cover the extra minutes and ensure your complete two hours. If we cannot complete, I shall add any remaining minutes to your account for the next lesson(s)
- ➤ If I am between 16-30 minutes late, I will with your permission conclude the lesson at the agreed time and add to your account.
- ➤ If I am running more than 30 minutes late, with your agreement we can either complete what time is available in the lesson and add the remining time to your account as above or cancel the lesson and reschedule with the time being fully credited to your account.

Whilst every effort is made to avoid being late, it is occasionally unavoidable, if we are ever stuck in traffic during a lesson, I would not be responsible or liable for any late arrival back to your return address, this would be free additional time for your lesson.

#### **Contact us**

If you have any queries about this policy, please contact <a href="mail@drjonesdrivinginstructor.co.uk">email@drjonesdrivinginstructor.co.uk</a>

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