

### Your Instructor

Your Mendip Training instructor will supply driving tuition in accordance with DVSA guidelines and whilst following the Mendip Training Instructor code of conduct (available upon request). Mendip Training instructors are franchised instructors and therefore any transaction or contract made between you and your instructor is solely intended between you and your instructor. Mendip Training accepts no responsibility for loss of payments or mistakes made within the instructor's diary, which may lead to a lesson being missed or cancelled. Should there be any reason for complaint against the conduct of your instructor, Mendip Training, although will endeavour to assist in any proceedings, cannot be held responsible. Any payments or compensations made following such proceedings will be the sole responsibility of your Mendip Training Instructor. Any cancellation charges are charged by the instructor at the instructor's discretion.

### Your Lessons

Your lessons with Mendip Training are charged on an hourly basis from the time the pupil enters the training vehicle (provided the pupil isn't late). The current hourly rate for 'L' test lessons with Mendip Training is £30.00. Prices for other courses / training types are available upon request. Cancellation charges are £30.00 per misses or late cancelled session. Cancellations for lessons must be received and acknowledged by your Mendip Training Instructor at least 48 hours before the intended lesson is due to start. Failure to give such notice may result in cancellation charges. If the lesson starts late due to no fault of the instructor, it will still end at the agreed time with the lesson price becoming due in full. The lesson cannot start if the pupil is fifteen minutes or more late. Cancellation charges will apply. If the instructor is late through no fault of his own, he may arrange to either add the lost time to another session, or continue the late session to make up the time. This will be agreed at his discretion. Your instructor reserves the right to refuse the use of his training vehicle during test should he decide the required standard has not been reached. Should this be a late refusal then cancellation charges may apply.

A guarantee of test pass cannot be given, and even though the instructor may agree to attend test, this must not be taken as such guarantee. Lessons will end at the same address as started unless prior arrangement has been made between you and your instructor. The instructor reserves the right to refuse a different finishing address should it not be arranged in good time and if it will affect his day to day running of his diary.

Should any mechanical fault occur during lessons and the instructor has to abandon a lesson, charges will only be made up to the time of the fault occurring. Should any mechanical fault occur which forces a test to be cancelled, charges will be made up to the time of the fault occurring. Reimbursement of test fees is an agreement made between you and your Mendip Training instructor.

### Your responsibilities

You accept that you will behave towards your instructor in a fit and proper manner; any inappropriate actions will result in the lesson being terminated with fees due. You accept that your health and eyesight is of standard not to affect driving and any changes in health must be reported to DVLA and your instructor within your licence requirements.

You accept that you will not attend a lesson if you have been using alcohol or drugs, which may affect your driving skills and contravene road laws regarding such matters. Cancellation charges in this instance will apply.

You accept that lesson fees become due at the beginning of each session unless prior arrangement has been made between you and your instructor. Failure to pay when required may result in the lesson being cancelled, in these cases cancellation charges will apply. Late payment charges may be added to monies outstanding.

### Promotional material

In order to promote the good reputation of Mendip Training, we may offer the pupil the choice of participating in a photograph following a driving test pass, or at any significant milestone during the learning period. This photograph may appear on the Mendip Training website blog, the Mendip Training Twitter feed and the Mendip Training Face Book page. In participating in the photograph, the learner is acknowledging the use of these photographs in this way. The photographs will not appear in any other publication without prior consultation, and they will not be passed on to any other party.

