



SUREPASS DRIVER TRAINING - TERMS & CONDITIONS

TRAINING AND TESTING

1. Training at Surepass Driver Training is subject to the terms and conditions herein and in any publicity material or correspondence as issued by Surepass Driver Training.
2. All students booking and completing a driving lesson at Surepass must hold a UK provisional or full with category B. In the case of a foreign licence it must be a full licence. It is the student's responsibility to ensure they hold the correct licence and subsequent categories. It is a required condition of the law to produce these documents.
3. On each day of training all Surepass students will be required to provide and show all necessary documents to the Surepass Instructor if required. Required documents are:
 - Driving Licence – showing current residential address. Both parts required if photo card licence held.

FAILURE TO PRODUCE DOCUMENTS

1. If the student fails to produce any of the required documents for a driving course then training cannot commence. No refund can be issued.
2. Any student failing to produce the required documentation to the DSA examiner on his/her practical test will have the test terminated by the DSA and the test fee shall be lost.

INJURIES AND ACCIDENTS

1. The student understands that driving training can occasionally be hazardous and agrees to undergo any training at their own free will.
2. The student accepts responsibility for their own actions during the training and any possible injury caused to them during their driving training.
3. Any student that sustains injury during their training will have the training stopped. Surepass recommends in all cases that injuries are checked at the local hospital. Surepass is happy to transport the student to the hospital. If the student is happy to continue the training it will be at their own discretion.
4. Any student that sustains an injury that prevents them from continuing the training will forfeit the remainder of the course and any subsequent fee or/and test. Continuation or replacement training is at the discretion of Surepass.
5. Surepass reserves the right to terminate training in the event of any student driving in a dangerous or negligent manner whilst on a public highway. Any student seen miss-using Surepass vehicles or equipment will have his/her training terminated. No refund will be issued.

BOOKINGS

1. Surepass reserves the right to cancel, amend or re-arrange the date and time of training (giving reasonable notice where possible) and without unreasonable delay.

CANCELLATIONS

1. Driver course cancellations and charges:
 - Driving lessons must be cancelled with no less than 2 days (48 hours) notice. No charges will be incurred by students cancelling lessons with 2 days (minimum) notice. Cancellations must be made during office hours, Monday-Friday (9am – 5pm). Cancellations made after working hours are deemed to have been made the following day.
 - Students not cancelling lessons within the 2 days notice period are liable for the full cost of the lesson. If the lesson cannot be re-booked within the same working week, (and all reasonable efforts will be made by Surepass to re-book the lesson), the student will incur any charges.
 - The instructor will make all efforts to be at the arranged pick-up point on time. In the event that the instructor is late he/she will try to make contact.
 - If when the instructor has arrived on time and the pupil is not there, then the instructor will wait 15 minutes and if the pupil has still not arrived then the lesson is deemed to be cancelled and the full charge will be made.

VEHICLES

1. Any student wishing to use his/her own vehicle for training will have to take the instructors advice as to suitability and skill. The instructor will take no responsibility for damage to pupils own vehicle if driven against instructors advice. Proof of insurance will also be required for lessons in own vehicle.

MEDICAL CONDITIONS

1. Full disclosure must be made by the student, at the time of booking, if he/she knows of any drug/medical/medication condition (by prescription or otherwise) that could impair his/her driving ability. Failure to disclose any issues that become apparent to Surepass Instructors will result in the termination of the training. No refund will be issued.

SUREPASS VEHICLES

1. All vehicles under the Surepass banner are owned and insured by the instructor and not Surepass. In the event of an accident, any damage caused due to reckless behaviour, neglect or miss-use will result in the student being invoiced for the costs.

EYE SIGHT TEST

1. On the first day of training you will be expected to read a number plate from the legally required distance of 20.5m. Failure to clearly read the number plate will result in the immediate termination of your training. No refunds will be issued.

ALCOHOL/ DRUGS

1. Any student arriving for his/her training who appears under the influence of alcohol or drugs will be asked to complete a Surepass Alcohol Breathalyser Test. Failure to either comply or pass the breathalyser test will result in the immediate cancellation of the entire lesson. No refund will be given for time lost.

DRIVING STANDARDS AGENCY (DSA)

1. Training and testing (as arranged with and conducted by the DSA) to be at the time, date and place specified. All arrangements with the DSA are subject to the terms and conditions of that body over which Surepass has no control.

ABUSIVE BEHAVIOUR

1. Surepass does not tolerate abusive behaviour towards any member of staff, self employed driving instructor, DSA employee or other Surepass student. Any student behaving in an abusive or disruptive manner will have their training immediately terminated. They will be asked to leave the vehicle immediately and any incident may be reported to the police. No refund will be given for any remaining training.

GIFT VOUCHERS

1. Gift Vouchers issued by Surepass are valid for a period of 12 months from the date of issue. The gift vouchers must be presented with additional documents (see section 3), upon commencement of the course. Surepass gift vouchers have a monetary value of £0.0001 pence and cannot be exchanged or sold to a third party. No refunds for purchased gift vouchers will be given at any time. Surepass gift vouchers are non-transferable. The purchaser of the gift vouchers is responsible for ensuring the gift voucher recipient has all the necessary documentation (see section 3), required to complete a training course.

SUREPASS DRIVING INSTRUCTORS

1. All Surepass Driving Instructors are self employed and not employed by Surepass. Surepass is not responsible for Driving Instructors conduct but would request that any student unhappy with their Driving Instructor informs Surepass immediately. All Surepass Instructors are responsible for the insurance, maintenance and general condition of their own vehicle.

SUREPASS DRIVING INSTRUCTORS RESERVE THE RIGHT AT THEIR DISCRETION TO REFUND THE COURSE FEE IN FULL INSTEAD OF PROVIDING TRAINING AND/OR TESTING.

SUREPASS DRIVING INSTRUCTORS WILL NOT BE HELD RESPONSIBLE FOR ANY ITEMS LEFT IN THE VEHICLE.

SUREPASS DRIVING INSTRUCTORS RESERVE THE RIGHT TO VARY OR CHANGE THESE TERMS AND CONDITIONS WITHOUT PRIOR NOTICE BUT A COPY OF CURRENT TERMS AND CONDITIONS WILL BE PROVIDED WITH RESPONSE TO EACH BOOKING ARRANGEMENT BEING MADE.

SUREPASS DRIVING INSTRUCTORS RESERVE THE RIGHT TO VARY OR CHANGE ALL TRAINING COURSE PRICES WITHOUT PRIOR NOTICE.

SUREPASS DRIVING INSTRUCTORS RESERVE THE RIGHT TO DETERMINE DRIVING STANDARDS IN ALL RESPECTS AS CRITERIA FOR SUBMITTING STUDENTS FOR TESTING. SUCH CRITERIA TO BE IN ACCORDANCE WITH REGULATIONS AND GUIDANCE AS ISSUED BY THE DSA.

SUREPASS DRIVING INSTRUCTORS RESERVE THE RIGHT TO WITHDRAW THE VEHICLE ON THE DAY OF TEST IN ACCORDANCE WITH HEALTH AND SAFETY IF THE INSTRUCTOR HAS ANY DOUBT ABOUT THE STUDENTS ABILITY TO ACCOMPANY THE EXAMINER TO A SAFE STANDARD, OR IF THE PUPIL HAS BOOKED A DSA TEST WITHOUT THE INSTRUCTORS KNOWLEDGE. IN THE CASE OF A PUPIL WHO HAS BOOKED PRIOR TO CONTACTING SUREPASS A MINIMUM OF 10 HOURS TUITION MUST TAKE PLACE WITH NO GUARANTEE OF THE INSTRUCTOR ALLOWING HIS/HER VEHICLE TO BE USED FOR A DSA TEST.

THE DRIVING INSTRUCTORS DECISION IS ALWAYS FINAL.