

Terms and Conditions

By starting your driving lessons you accept the terms and conditions laid out below and they form part of a contract between the pupil, the Instructor, and Surepass Ltd.

In the vast majority of cases Surepass pupils enjoy their driving lessons and pass their test without any queries or problems whatsoever. Occasionally there might be a problem you would like to discuss or a query which needs investigating. Surepass recommends that you should always raise the matter with your Instructor in the first instance. If you are not satisfied with his response or actions then please contact our Customer Services team on 0800 85 41 40. We will listen to your problem and do our utmost to find a satisfactory solution, we aim to resolve all problems within 48 hours of your call.

Your driving instructor's dealings with you.

1. Your Driving Instructor will be registered with the Driving Standards Agency and licensed to give paid instruction
2. All of our instructors must abide by the DSA voluntary code of practice and the Surepass Brand Policy.
3. Your Driving Instructor will behave in a professional and courteous manner at all times.
4. Clients will be treated with respect and consideration and will not be discriminated against regardless of sex, race, religion, sexual orientation, disability (unless road safety is at risk), or any other factor. We do however reserve the right not to give instruction but this will not in any way contravene legislation or be for reasons of discrimination.
5. Your Instructor will avoid physical contact with you at all times except in the course of a normal greeting or in an emergency or a situation where the safety of you, or any other road user may be compromised.
6. We expect to provide you with the same Instructor and vehicle for all of your lessons. But, occasionally through circumstances beyond our control i.e. in the event of a vehicle breakdown or your Instructor being ill, we may have to reallocate you to an alternative Instructor.
7. Your Instructor will expect a professional approach from you and a willingness to undertake tuition. He will not tolerate abusive behaviour, bad language, inappropriate clothing for the purposes of safe driving or if you appear to be under the influence of alcohol or drugs. Your Instructor will discuss any queries or concerns with you in the first instance but where there is an unwillingness to cooperate then the Instructor reserves the right to terminate the lesson or course with loss of fee. No refunds will be given.

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Business dealings

1. Your Instructor is self employed and operates a franchised business in providing driving instruction services. Therefore any disputes or claims must be discussed in the first instance with the Instructor. Surepass Ltd acts as a franchisor in providing pupil referrals to the franchised business.
2. Any money paid in advance to Surepass Ltd for driving lessons will be safeguarded by the company and vouchers issued to the pupil to be used as payment for the driving lesson(s). Surepass Ltd will not be held responsible for any money paid in advance to the Instructor nor will it refund any lessons not taken but paid for where the pupil has paid the Instructor in advance. Surepass Ltd recommends you should always ask for a receipt when paying monies to your Instructor and contact the Instructor direct should you require a refund.
3. Vouchers must only be redeemed as you take each lesson. Requests for refunds cannot be accepted unless any unused vouchers are returned to our head office before their expiry date.
4. In the event that vouchers become lost, stolen, or damaged then Surepass Ltd reserve the right to charge a £30 administration fee for replacements.
5. Any deposits paid are used to book tests, issue study material and are non-refundable.
6. The full balance for an intensive driving course is payable to the Instructor on the first day of the course. Any requests for a partial refund for lessons unused will be calculated as if the pupil had booked single lessons at the full lesson price.
7. If you wish to cancel or reschedule a driving lesson you must contact your Instructor directly at least two working days before the lesson was planned for. In the event of the lesson being part of a course you must give at least two weeks notice. Failing to give this notice will result in the money being lost for that lesson or lessons.
8. If your Instructor needs to cancel a lesson and is unable to give you 48 hours notice then the Instructor must give you a free driving lesson. This does not apply in the event of unforeseen circumstances beyond the control of the instructor or company – for example (but not limited to) mechanical breakdown.
9. Any money paid in advance for driving lessons to Surepass Ltd or to your Instructor must be used within three calendar months from the date it was paid otherwise this money will be lost. If you need an extension on this please telephone 0870 066 7607 before the end of the three month period and we will consider this request in exceptional circumstances. Any vouchers must be used by their expiry date.

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10. If you book a driving course of any kind and change your mind within seven days of paying the deposit or full payment - and providing no tests or lessons have taken place then the course may be cancelled by writing to Surepass Ltd and return any study material in good condition.
11. Surepass Ltd will book practical tests on request and providing full payment has been received. However the availability of tests is out of the company's control and Surepass Ltd cannot be held responsible for the waiting times for tests.

Basic rules of entitlement to drive

1. You must be entitled to drive and hold a valid UK provisional licence. In the event of a banned driver training for a retest you must be legally entitled to take professional tuition. You must bring your license (both parts) with you to your driving lessons. Failure to bring this with you will result in the lesson being lost and the fee being charged for that lesson.
2. You must be able to read a number plate from the required distance laid out in the Highway Code. Your Instructor will check your eyesight but it is your responsibility to ensure that your vision is adequate for the driving test and also for general safe driving.
3. You must bring with you the required documents for your practical driving test. This includes both parts of your driving licence, your theory test pass certificate, and your letter of appointment. If you fail to bring these documents the test may not go ahead and your fee will be lost.
4. When a driving test is booked (by yourself or by us on your behalf) you will receive an e-mail or letter confirming the appointment from the DSA. Your Instructor needs to see the e-mail or letter. Test dates and times which have been texted to the Instructor could be lost and information given by telephone could be misheard. The test date is important and it is the pupils responsibility to ensure the Instructor is fully aware when the test will take place.
5. Your Instructor will advise you when you are ready to apply for a driving test taking into account local waiting times. Please do not book a driving test without discussing it first with your Instructor. Your Instructor will expect you to continue to make progress in your lessons and achieve a satisfactory standard to take the test. If the Instructor feels you have not achieved the required standard then he will discuss where improvements need to be made and the number of additional lessons required. Your Instructor reserves the right to withdraw his vehicle for the test should you not reach the required standard. In this event no refund for your test or driving course will be considered. Please note that in the case of one or two week courses it may be that we cannot advise you of this until

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after the cancellation deadline for the test. If this is the case you will lose your test fee

6. In the event of mechanical failure on the day of your test we will try to arrange a different car. If this is not possible and you are unable to take the test then your instructor will arrange to pay for another driving test for you. This is the limit of his or her liability.

When things go wrong.

If you are not satisfied with our solution then the matter will be escalated to the Customer Services Manager who will contact you within 48 hours of being notified.. The Manager aims to respond to all complaints within 28 days. If the Manager is unable to provide a final response within 28 days then she will write to let you know the reason for the delay. If after receiving the Managers response you are still not completely satisfied then you may write to the Driving Standards Agency, The Axis Building, 112 Upper Parliament Street, Nottingham, NG1 6LP