

## Terms and Conditions

### General

1. At Jump Start, we don't just teach our pupils to pass the driving test — we make sure they are prepared for life beyond it and ready for real-world driving. Statistics show that around 1 in 5 newly qualified drivers are involved in a crash within their first year. Our goal is to go beyond test preparation and focus on creating safe, confident drivers for life.

1a. No other person will be in the car during your lesson unless you request it.

2. You will be contacted if the instructor will be late (If the instructor is late, the time will be made up at the end of the lesson or when it is convenient for both parties).

3. In the event of a problem with the car e.g. puncture, breakdown etc. Any lost lesson time will be made up when mutually convenient to both parties.

4. The instructor will never shout, swear or use demeaning language towards you or anyone else.

5. The instructor will never touch the learner unless it is to control the car in the event of an emergency.

6. If the instructor needs fuel for the vehicle, you will be shown how to refuel the car and have 5 minutes added to your lesson.

7. The instructor will not make or receive phone calls/text messages during your lesson.

8. The instructor will not smoke during the lesson and the car will not smell smokey or unpleasant.

9. The instructor will not eat during your lesson.

10. In case of bad weather the instructor will put safety first and it will be their decision whether the lesson takes place or not

11. A single lesson is 50 minutes

12. Block bookings expire after 60 days if they are not used.

12a. Block Bookings are **non-refundable** after 14 days of purchase date.

### Cancellation Policy

13. All lessons booked with the instructor must be paid in full, unless a full **48 hours** notice of cancellation is given.

14. Instructor will message promptly once arrived at learner's location.

14a. **After** a 5 minutes wait, instructor will give a call to the learner.

14b. If there is no response after 10 in minutes, a picture will be taken as evidence of a 'no show' and lesson will be **charged in full**.

### Total Drive

15. It is the learners responsibility to keep track of their lesson times and progress on the Total Drive app.

16. The app will automatically send a reminder 48 hours prior to your lesson.

### Test Day Policy

17. You **must** pass at least one mock test before going to the official driving test.

18. The instructor will make the final decision whether the learner is ready for a test. It is **non-negotiable** if the instructor refuses to take learner to the test.

19. There is a 2 hour fixed slot on the test day, this; includes your instructor picking you up, a 1 hour lesson and then your test. This is **non-negotiable**.

20. In the event of an unsuccessful test, the learner **must** take a minimum of 2 double lessons before going for another test.

### Additional

21. Post pandemic has emphasised the importance of hygiene and cleanliness. Both parties **MUST** have basic hygiene - this includes washing/sanitising hands before the lesson.

### Learner Sign:

**Instructor Name:**

**Print Learner Name:**