



Term & conditions for Aceway driving school pupils

Your instructor

Your instructor is a self-employed but is franchisee of Aceway driving school.

You're Lessons

The contract for driving lesson is just between you and Your Instructor. You and Your Instructor are responsible for any agreement between you and your instructor in all matters relating to the time of your lesson, location and duration or cancellation of individual lessons.

You must notify Your Instructor as soon as you know any thing , which affect your ability or entitlement to have driving lesson, not just limited to lost or lack of a valid provisional driving license.

Any driving school that include Aceway driving school acts as agent for Your Instructor in receiving Your payments for driving lesson, other than payments made directly by You to Your Instructor. Where ever Aceway driving school makes bookings or supplies any information or documentation to you, or processes any payments for your lessons, we act as the agent of Your Instructor.

Cancellations

If any of you means you or Your Instructor wish to cancel a lesson a minimum of 2 days prior notice should be given. If you cancel your lesson with out 2 days notice of cancellation, Your Instructor will be entitled to charge you for that lesson.

Payments and lesson bookings

You must pay for tuition in advance by using one of the following methods:

- 1 .Payment by credit or debit card online at www.aceway.co.uk
2. Payment by credit or debit card by telephoning Aceway driving school Customer Service Centre
3. Payment by cash, direct to your Instructor. Cheques must be made payable to Your Instructor.

Aceway driving school has no responsibility or liability to You for payments made by other means and further if you do pay Your Instructor directly by cash, cheques or card payment, You should obtain a receipt. Aceway driving school accepts no responsibility for any payments made direct to Instructors.

Price changes

If you have paid for block of lesson or crash courses until end of your prepaid lesson we will not change the price but the price of the lessons which haven't been paid for can change at any time but we will notify you for such a change.

The cost of prepaid tuition is based on the lesson price at time of booking and it will remain the same up to 6 month. Any unused prepaid lessons remaining after 6 months have elapsed shall have any lesson price increase applied.

£8 per hour offer

This offer is based on 3 friends sharing the same lesson.

This is how it will work:

You and 2 of your friends will be in the same car at the same time, and the driving time will be divided equally between all of you. So for example if your group booked one hour, the driving instructor will pick all of you up from one place and each one of you get 20 minute of driving practice, which you paid £8 for it. Also you get 40 minute to sit at the back and listen to the lessons given to

your friends. That can help to clear your head about things you did not understand while driving under tuition in your time.

This offer is just for manual car learner and it will be offered only by participant Aceway driving instructor and it is subject to availability. All instructor are self employed and can refuse to participate in this offer.

We pay for your second test if you fail the first test

You can take advantage of our offer to get free retest for second time **IF** you failed the first attempt. To take advantage of this offer, make sure you go for your test when our instructor has signed the declaration on your progress record otherwise they can refuse to pay for the test fee for second time.

If you booked your practical test according to your driving instructor advice but you failed your test, your instructor will pay for your second test. Also they will give you 5 hours of free driving lessons to help you to be more prepared.

To be able to claim this offer, your instructor has to confirm that you are ready for your practical test and they have to sign the declaration on your progress record. Otherwise they can refuse to give you this offer if you take your test against their advice.

Your instructor is allowed to ask you to cancel your test 5days prior to your test if he thinks you are not ready.

If you decided to take your test against your instructor advice of canceling your test and he thinks you are not ready, then your instructor can refuse paying for your second attempt and your 5 free lessons. Even he can refuse to take you for a test as you are not safe to drive on your own with the examiner.

Liability

Your Instructor or Aceway driving schools limited are not liable to you for any loss or damage caused where, and to the extent that:

There is no breach of a legal duty owed to you by the relevant person or body;
Such loss or damage is not a reasonably foreseeable result of such a breach;
Any such loss or damage, or increase in the same, results from any breach or omission by you;

Any such loss or damage results from circumstances or matters outside of the reasonable control of the relevant person or body

Your Instructor or Aceway driving school shall not, in any event, be liable for losses relating to any business interests you may have including, without limitation, lost profits, loss of opportunity or business or business interruption. Nothing in these Terms and Conditions will affect any statutory rights you may have as a consumer.

Law applying to terms and conditions

These Terms and Conditions are governed by the laws of England and Wales.

Use of personal information

Information you provide or we hold about you may be used by us to

Identify you when you contact us.

See the type of lessons or products you have from us time to time.

Get feed back from you to improve our services now or in the future.

Contact you in any way about new products and offers.

That will happen if you give your consent. We will not allow other people and organizations to use information we hold about you for any purpose unless we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. We will check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.

Customer care

Your contract is just between you and your instructor. In the very rare event of disagreement between you and your instructor, you should try to resolve the problem immediately and until the problem is not resolve, don't take any more lessons.

If you could not reach a satisfactory way to resolve the problem, we are hear to investigate further if you wish to resolve the problem in more satisfactory manner But we will need all the receipt of payment you have made to our instructor and the lesson times you have taken already before our investigation can start. So keep all your record up to date in your driver record. You can contact our office on 08000 43 60 40 if you wish us to investigate any mater.

All instructors are self employed

All instructors are self employed, no matter which company they work for; therefore they can decide how much to charge depend on extra service they provide to you such as languages and test booking. All offers displayed on Aceway driving school web site or cars are subject to availability. Offers are just for manual car learner. It will be offered only by participant Aceway instructor. All instructors have the right and can refuse to participate in all offers.