



[www.roadwisedrivertraining.co.uk](http://www.roadwisedrivertraining.co.uk)

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## CONDITIONS OF ACCEPTANCE

01. Roadwise Driver Training CIC (Roadwise) will supply driver training to the standards laid down by the Driver and Vehicle Standards Agency.
02. Roadwise will provide a vehicle which is fully insured, roadworthy, has dual controls fitted to the purpose of driver training and is suitable for driving tests.
03. Client must hold a provisional driving licence which must be produced on or before the first lesson. Failure to produce a provisional licence will result in the lesson being considered a late cancellation and will result in a cancellation fee being incurred. (See Condition No. 08)
04. Roadwise reserves the right to cancel lesson at short notice in the event of unforeseen circumstances.
05. All monies paid to Roadwise are deemed to be a binding contract between payee and their Roadwise instructor.
06. Lessons can either be paid for in advance or at the end of each individual lesson. (No credit will be given).
07. Roadwise reserves the right not to take a client for a lesson if the instructor considers that the client is unfit to drive for any reason.
08. In the event of a client cancelling a lesson with less than 48 hours' notice, a full lesson fee will be charged.
09. When cancelling a lesson please ensure that your instructor has received notice of your intention to cancel. Text or voicemail messages will not be accepted.
10. The instructor will determine when a client reaches test standard. The instructor reserves the right not to take a client to test if he/she considers that the client has not achieved the required standard.
11. All complaints should be aimed to be solved between the client and their Roadwise instructor. Alternatively, a complaint indicating a detailed account of the situation should be sent to Roadwise team via email [info@roadwisedrivertraining.co.uk](mailto:info@roadwisedrivertraining.co.uk), discussed over the phone 08000 151 642 or sent to our head office at Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE.
12. For information of how we handle your personal information, please go to our website <http://roadwisedrivertraining.co.uk/privacy-policy> or contact our team via email [info@roadwisedrivertraining.co.uk](mailto:info@roadwisedrivertraining.co.uk), phone 08000 151 642 or send your enquiry at Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE.

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