



Terms & Conditions

Version 1.1 - 2 September 2026

1. Who these terms are with

These Terms & Conditions are between Paul Robinson, trading as Paul Robinson Driving School ('I', 'me', 'my') and the pupil or customer ('you', 'your').

Telephone: 07867 212 614

Email: info@paulrobinsondrivingschool.co.uk

Website: paulrobinsondrivingschool.co.uk

These terms apply to automatic driving tuition, assessments, mock driving tests, intensive/semi-intensive tuition and related services that I agree to provide.

2. Driving licence and legal entitlement

You must hold a valid driving licence that entitles you to drive the vehicle used for the lesson. Before tuition begins, I may require you to generate a DVLA driving-licence check code and provide the last 8 characters of your driving licence number so that I can confirm your entitlement to drive, vehicle categories, penalty points or disqualifications.

By signing these Terms & Conditions, you authorise me to use a DVLA check code and the last 8 characters of your driving licence number that you provide for the sole purpose of carrying out that check.

You must not send me your National Insurance number. A DVLA check code is time-limited and one-use, so you may be asked to generate a new code if the previous one expires before I can use it.

You must tell me promptly if your licence is lost, revoked, suspended, disqualified, restricted, or if anything changes that means you are no longer legally entitled or fit to drive.

You must be able to meet the legal eyesight requirement for driving and use any glasses or contact lenses required for driving.

3. Automatic tuition and lesson length

I provide automatic driving tuition only. My standard lesson length is two hours unless a different service is specifically agreed, such as the one-hour Mock Driving Test Assessment Only option.

Typical lesson times may include 07:00-09:00, 09:30-11:30, 13:00-15:00, 15:30-17:30 and one later evening slot, normally 18:30-20:30 or 19:00-21:00 depending on the day. These are typical operating times, not a guarantee that every slot is available every day.

4. Prices

Unless a fixed package price is stated, weekday lessons starting before 15:30 are charged at £84 for two hours (£42 per hour). Weekday lessons starting at 15:30 or later, weekends and bank holidays are charged at £90 for two hours (£45 per hour).

The prepaid 10-hour discounted block is £410 and is intended for weekday lessons starting before 15:30. No discounted block is offered for lessons at other times.

A daytime block represents five two-hour credits at £82 each. If, by agreement, a block-funded lesson is moved to a £90 lesson slot, an £8 top-up is payable for that two-hour lesson so the total fee remains £90.

Prices may change. I will give reasonable notice of any change affecting future bookings. Tuition already paid for will not normally be repriced retrospectively.

5. Booking and payment

A lesson is not confirmed until the required payment has been received. I do not hold provisional bookings unless I expressly agree otherwise.

For regular weekly pupils, payment for the next lesson is due at the end of the current lesson. The regular slot is then held for 24 hours. If payment is not received within that period, the slot may be released.

If the slot remains available after release, you may still book it, but it is then offered on a first-come, first-paid basis.

6. Prepaid blocks and unused credit

Prepaid block credit is personal to the pupil and may not be transferred or resold without my agreement.

If you stop lessons before using a prepaid block, unused credit will normally be refundable. Lessons already taken may be recalculated at the normal pay-as-you-go rate applicable to those lessons, and the remaining balance refunded. Any deduction must reflect tuition actually supplied or a genuine loss permitted by law.

7. Statutory rights

Nothing in these terms affects any statutory rights you have as a consumer. Where the law gives you a right to cancel or another remedy, those rights apply in addition to these terms.

8. Lesson postponement and cancellation

If you ask to cancel or postpone an individual lesson, no charge will normally be made where I am reasonably able to fill the cancelled time with other paid work. If I am unable to replace the work, the lesson fee may remain payable or be deducted from prepaid credit, but only to the extent of the genuine direct loss caused by the cancellation.

Regular weekly lesson slots are offered on the basis of regular attendance. Repeated cancellations, postponements or changes to an agreed regular slot may result in that slot being released, even where sufficient notice has been given.

If there are exceptional circumstances, I may use discretion. Nothing in this term removes your statutory consumer rights.

9. Late arrival and non-attendance

If you arrive late, the lesson will normally still finish at the scheduled time so that later pupils are not affected. The full booked fee may remain payable.

If you do not attend and have not cancelled, this will be treated under the cancellation clause above and the same actual-loss principle will apply.

10. If I need to cancel or am delayed

If I need to cancel a lesson, I will offer to rearrange it or provide the appropriate refund/credit for tuition not supplied. If I am significantly late, I will normally extend the lesson where practical or credit the lost time.

I am not responsible for indirect or consequential losses such as lost earnings, travel costs or test fees except where the law requires otherwise.

11. Intensive and semi-intensive tuition

An intensive or semi-intensive course purchases a stated number of tuition hours. It does not guarantee that you will reach practical driving-test standard within those hours.

A pre-course assessment is strongly recommended where you already have driving experience. Any recommendation about course length is an estimate based on the driving observed at that time, not a guarantee.

Intensive and semi-intensive tuition is subject to suitability, location and diary availability. If further tuition appears necessary, I will explain why and you can decide whether to purchase additional training.

12. Mock Driving Tests

1-hour Mock Driving Test Assessment Only: £42 for weekday starts before 15:30 and £45 for weekday starts at 15:30 or later, weekends and bank holidays. This option is assessment-focused, with brief feedback rather than a development session.

The one-hour option may be used where a suitable vehicle is supplied by the candidate or their usual instructor. Any fee charged by that instructor or vehicle provider is separate from my fee.

2-hour Mock Driving Test & Development Session: £84 for weekday starts before 15:30 and £90 for weekday starts at 15:30 or

later, weekends and bank holidays. This includes the mock assessment, feedback and development within the booking.

A mock test is an assessment of the driving demonstrated on that occasion. It does not guarantee the result of a later DVSA practical driving test.

13. Vehicles supplied by you or another instructor

Where a lesson, assessment or mock test takes place in a vehicle that I do not supply, the vehicle owner/user is responsible for ensuring that the vehicle is roadworthy, properly taxed where required, has a valid MOT where required, and is appropriately insured for the learner and the intended tuition/assessment use.

The owner or usual instructor must give permission for the vehicle to be used. I may refuse to conduct the session in a vehicle that I reasonably consider unsafe, unsuitable or inadequately insured.

14. Practical driving tests and test bookings

You are responsible for booking, changing or cancelling your own car practical driving test. Current DVSA rules limit changes and require 10 full working days' notice to change or cancel a car test without normally losing the test fee.

I recommend discussing test timing with me before booking and, where possible, choosing a date that leaves at least 10 full working days to move the test if your driving is not ready.

A test booking does not guarantee that I will accept you for tuition, that your driving will be test-ready by that date, or that my tuition car will be available for the test.

15. Use of my tuition car for a practical test

Use of my car for a practical driving test is subject to me being satisfied that your driving is safe and at an appropriate standard for the vehicle to be used without unacceptable risk to you, the examiner, other road users or the public.

I may withhold the vehicle if I reasonably believe it would be unsafe to provide it. This decision is about safety and risk, not a requirement for a perfect drive.

Where possible I will explain concerns in sufficient time for you to consider further development or other lawful arrangements. The learner remains responsible for managing the DVSA test booking.

16. Existing Pupil Driving Test Day Package

The Existing Pupil Driving Test Day Package is available only to pupils I am currently teaching and is subject to the vehicle-use conditions above. The package price and included time are those shown on the current Prices page at the time of booking.

17. Safety and conduct

You must follow reasonable safety instructions during tuition. I may stop or end a lesson if I reasonably believe it is unsafe to continue, including because of dangerous conduct, suspected impairment by alcohol or drugs, serious distraction, abusive behaviour or refusal to follow essential safety directions.

Where the lesson is ended because of your conduct, any charge will be limited to the service provided and any genuine direct loss caused by the booking being unusable for another customer.

Smoking and vaping are not permitted in the tuition vehicle.

18. Pick-up and drop-off locations

Pick-up and return locations must be agreed and must fit within the area and travel time I can reasonably cover. A change of location is subject to agreement and may affect whether a lesson can proceed at the booked time.

19. Progress and estimated lesson requirements

Everybody develops at a different rate. Any estimate of the number of lessons, course hours or likely test readiness is a professional opinion based on the information and driving available at the time, not a promise or guarantee.

20. Theory Test Pro and other digital services

If I offer Theory Test Pro or another digital service, the price, access period and main features will be stated before purchase. Any statutory information or consent required for digital access will be provided before access is activated.

21. Data protection and privacy

I process personal information to manage enquiries, bookings, payments, pupil records, licence verification and the delivery of tuition. Further information should be set out in the website Privacy Policy.

Driving-licence information will only be checked with your permission and for the purpose described in section 2.

I will not ask you to provide your National Insurance number for the DVLA check-code process.

22. Pupils under 18

Where appropriate, I may ask a parent or guardian to confirm agreement to these terms, payment arrangements or other administrative matters for a pupil under 18.

23. Complaints

If you are unhappy with any aspect of the service, please contact me first so I have an opportunity to understand the issue and try to resolve it.

Contact: 07867 212 614 / info@paulrobinsondrivingschool.co.uk

Nothing in these terms affects your statutory consumer rights.

24. Changes to these terms

I may update these Terms & Conditions from time to time. The version applying to a booking will be the version provided or made available when the contract was made, unless a later change is required by law or is expressly agreed with you.

25. Governing law

These terms are governed by the law of England and Wales. Any dispute may be dealt with by the courts that have jurisdiction under applicable consumer law.

26. Acceptance

I confirm that I have read and agree to the Paul Robinson Driving School Terms & Conditions (Version 1.1 - 2 September 2026), including the Lesson Postponement and Cancellation provisions. I also confirm the permission in section 2 for Paul Robinson Driving School to use a DVLA check code and the last 8 characters of my driving licence number that I provide for the purpose of confirming my entitlement to drive before tuition begins.

Pupil name: _____

Signature: _____

Date: _____

Please ensure the Lesson Postponement and Cancellation clause has been brought to the pupil's attention before signature.