

This document sets out the legally binding Terms & Conditions ("the Agreement") between **Driver Trainer Network Ltd** ("the Company") and any individual booking driving lessons, instructor-training services, or franchise services ("the Customer"). **By making a booking, the Customer accepts these Terms & Conditions in full. No physical signature is required.**

## 1. Cancellation of Lessons and Training Sessions

1.1 A minimum of **48 hours' notice** is required to cancel or reschedule any driving lesson or instructor-training session. 1.2 Where less than 48 hours' notice is provided, the full session fee will be charged with **no refund or credit** issued. 1.3 The Company reserves the right to amend or cancel lesson times, instructors, or vehicles where reasonably necessary. An alternative appointment will be offered where possible.

## 2. Deposits and Payment Terms

2.1 All deposits paid for instructor-training services are **strictly non-refundable**, except where required by law. 2.2 Deposits secure a place on the training programme and cover administrative and preparatory costs. 2.3 All fees must be paid in accordance with the agreed payment schedule. Failure to pay may result in suspension or termination of services.

## 3. Refund Policy

3.1 Customers purchasing training services online or at a distance may be entitled to a **14-day statutory cooling-off period** under consumer legislation. 3.2 Outside this statutory 14-day period, **no refunds will be issued under any circumstances**, including but not limited to: Change of mind, Failure to attend, Discontinuation of training, or Personal circumstances 3.3 Where training commences within the 14-day cooling-off period, the Customer acknowledges that they waive their right to a full refund and will be liable for the value of services already provided.

## 4. Franchise Fees

4.1 Franchise fees are payable at a minimum rate of **£72 per week**, unless otherwise agreed in writing. 4.2 Franchise fees must be paid on time and in full. 4.3 Failure to make timely payments may result in suspension or termination of franchise rights, withdrawal of vehicle use, or removal from the Company's booking system.

## 5. Conduct and Responsibilities

5.1 Customers must comply with all safety instructions and behave responsibly at all times. 5.2 The Company reserves the right to refuse or discontinue training where behaviour is unsafe, inappropriate, or disruptive. 5.3 The Company is not liable for delays or cancellations caused by events outside its reasonable control, including severe weather, vehicle breakdowns, or instructor illness.

## 6. GDPR and Data Protection

6.1 The Company processes personal data in accordance with the UK GDPR and the Data Protection Act 2018. 6.2 Personal data is collected and used solely for the provision of lessons, training, franchise administration, and associated services. 6.3 Data will not be shared with third parties except where necessary for service delivery, legal compliance, or with explicit consent. 6.4 Customers have the right to access, rectify, restrict, or request deletion of their personal data, subject to legal and contractual limitations. 6.5 Data is retained only for as long as necessary to fulfil contractual obligations or comply with legal requirements.

## 7. Limitation of Liability

7.1 The Company shall not be liable for any indirect, consequential, or incidental losses, including loss of earnings, loss of opportunity, or travel expenses. 7.2 The Company's total liability for any claim shall not exceed the total amount paid by the Customer for the specific service giving rise to the claim. 7.3 Nothing in this Agreement limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under UK law.

## 8. Complaints and Dispute Resolution

8.1 All complaints must be submitted **in writing** to the Company's official postal address: **Driver Trainer Network Ltd, 64 Castle Boulevard, The Park, Nottingham, NG7 1FN**. 8.2 The written complaint must include **clear evidence** detailing the nature of the issue, including dates, times, and supporting documentation. 8.3 Upon receipt, the Company shall be allowed **30 clear working days** to investigate, gather evidence, and provide a reasonable response. 8.4 "**Working days**" means **Monday to Friday only and excludes weekends and all public holidays**. 8.5 Complaints submitted verbally, via text message, or through social media will not be accepted. 8.6 If unresolved after the Company's formal response, the Customer may pursue external mediation or legal remedies as permitted by law.

## 9. Force Majeure

9.1 The Company shall not be liable for any failure or delay in performing its obligations where such failure or delay results from events beyond its reasonable control, including but not limited to:

- Acts of God
- Fire, flood, or natural disaster
- War, terrorism, or civil unrest
- Government restrictions or regulatory changes

## 10. Acceptance of Terms

10.1 By booking lessons, enrolling in instructor training, or entering into a franchise arrangement, the Customer confirms that they have read, understood, and agree to be bound by these Terms & Conditions. 10.2 **Booking constitutes acceptance. No signature is required.** 10.3 These Terms & Conditions may be updated periodically. Continued use of the Company's services constitutes acceptance of any revised terms.