

Learn to Drive Woodend

Terms and Conditions

- Learner drivers must be of legal age to drive, produce a valid Learners Permit and only be able to drive in accordance to the conditions (eg glasses or contact lenses) that are stated on the permit.**
- If an exemption is granted, conditions will be applied. This information must be carried at all times while driving.
- Learner drivers must carry their learner permit card or receipt (valid for two months from date of issue) at all times while driving.**
- Learner drivers must have a Zero Blood Alcohol Concentration (BAC) at all times to drive.
- Learner drivers must not use a mobile phone, including hands free, hand held and any messaging device while driving.**
- Learner drivers must notify the instructor if there is any change in ability or legal requirements to have driving tuition.
- Each lesson will commence when the pupil enters the car provided that the pupil enters the car at the arranged/pre-booked time.**
- If the learner driver is not present at the arranged meeting point the instructor will wait for 15 minutes, during which time the instructor will attempt to contact the pupil. After this period, and if no contact has been made, the instructor will leave and the **learner driver will be charged for the lesson.**
- Where the instructor may arrive slightly late for a lesson due to circumstances beyond his/her control, the instructor will make every effort to extend the finish time of the lesson by the same amount of time, or add the time on to the following lesson. If the instructor expects to be delayed by more than 15 minutes he/she will endeavour to contact the pupil to inform of the delay.**
- If the learner driver wishes to cancel or rearrange a lesson then 24 hours notice is required, otherwise the pupil will be **charged for the period booked.**
- When pre-payments have not been made, then payments for lessons are due at the beginning of each lesson. Payments can be made by cash, voucher or credit/debit card by prior arrangement.**
- A separate charge is made for the use of the training vehicle during a driving test. Please refer to the price list.
- The learner driver may be permitted to use the training vehicle for their driving test only if the instructor is satisfied that they have reached the required standard regarding safety.**
- The learner driver is legally responsible for any penalty notices incurred while they are driving the training vehicle.
- The instructor will make every effort to substitute another instructor if the regular instructor is unable to attend a driving test appointment.**
- The instructor has no responsibility, and no refunds will apply, if a driving test is cancelled by VicRoads for any reason, fails the eyesight test, fails to produce valid learners permit, fails to produce a valid hazard perception test or the log book has been incorrectly filled out by the other supervisors that are listed in the log book and if any other information or documentation that is required by VicRoads to conduct the drive test cannot be produced.
- The instructor will be responsible and will reimburse the pupil's costs if the log book has been incorrectly filled out by the instructor or the test is cancelled due to the condition of the training vehicle.**
- The learner driver agrees that following an unsuccessful driving test the instructor may refuse the use of the training car for a further test unless the pupil has taken action to address all the safety issues that were highlighted from the VicRoads test or from previous lessons.
- Discounts for prepayment of lessons only apply if made prior to, or on, the first lesson of the block booking.**
- All prepaid lesson prices will be honoured for a period of two years. Any unused lessons after this period has elapsed shall have any lesson price increases made during the period applied retrospectively.
- Vouchers are valid for a period of two years only. In exceptional circumstances, and at the discretion of the instructor vouchers may be honoured after this period but any lesson price increases will be applied.**
- Pre-payments of lessons and deposits for training courses are not refundable unless 48 hours notice of cancellation has been received and accepted.
- The learner driver agrees that Learn to Drive Woodend and/or the instructor have no liability to the pupil for any loss, injury or damage. Statutory rights are not affected.**
- Such waiver shall not oblige **Learn to Drive Woodend** to repeat the waiver on any subsequent occasion.
- Complaints by students (or their representative) should be made in the first instance to the driver instructor or driving school. If the matter is not resolved or there has been a breach in the industry's Code of Practice, a written complaint should be sent to the Australian Driver Trainers Association (Victoria) for an internal review and possible disciplinary action. Serious matters will be referred to the Taxi Services Commission (Driving Instructor Division) and potentially Victoria Police.**

