



TUZO DRIVING SCHOOL LTD

Terms and Conditions of Driving Tuition

1. Company Information

Tuzo Driving School Ltd (Company Number 17047794) provides driving tuition services in England and Wales.

Tuition may be delivered by Tuzo Driving School Ltd or by DVSA Approved Driving Instructors operating under the Tuzo Driving School brand.

2. Definitions

Instructor means any DVSA Approved Driving Instructor (ADI) or trainee instructor providing tuition.

Pupil means the person receiving tuition.

Lesson means the booked period of driving tuition.

3. Legal Entitlement and Fitness to Drive

The pupil must hold a valid UK provisional or full driving licence and produce it on request.

The pupil is solely responsible for ensuring they are legally entitled and medically fit to drive at all times, including compliance with the requirements of the Driver and Vehicle Licensing Agency.

The pupil must disclose any condition, medication, or circumstance that may affect safe driving.

If the instructor reasonably believes the pupil is not fit to drive, the lesson will not proceed and will remain chargeable.



4. Booking and Formation of Contract

A binding contract is formed when a lesson is booked and payment terms are accepted.

Lessons are reserved exclusively for the pupil at a specific date and time.

Standard lesson durations are 90 minutes or 2 hours unless otherwise agreed.

5. Acceptance of Terms

By booking tuition, making payment or attending a lesson, the pupil confirms acceptance of these Terms and Conditions.

The pupil confirms that these terms have been provided and accepted prior to booking.

Acceptance may be recorded electronically, including via tick-box confirmation, written message, or payment reference.

6. Payment Terms

All lessons must be paid in advance no later than 48 hours before the scheduled lesson unless otherwise agreed.

Failure to make payment may result in cancellation of the lesson and release of the time slot.

7. Time Reservation and Commercial Basis

Driving lessons are sold as reserved time slots.

Once booked, that time is removed from availability and cannot ordinarily be resold.

Charges reflect the reservation of this time and associated business costs.

8. Cancellation Policy

A minimum of 48 hours notice is required to cancel or rearrange a lesson.

Where less than 48 hours notice is given, the lesson will remain chargeable.

9. Time-Specific Bookings and Cancellation Policy

Driving lessons are booked for a specific date and time and reserve the instructor's availability exclusively for the pupil.

By booking a lesson, the pupil:

- expressly requests that the lesson is provided on the agreed date and time
- acknowledges that the booked lesson time is reserved exclusively for them and cannot ordinarily be resold at short notice
- accepts that the TUZO Driving School Ltd Cancellation Policy forms part of the booking contract and will apply to the booked lesson

Nothing in these Terms & Conditions affects any statutory rights available to consumers under applicable law.

10. Non-Attendance

If the pupil is not present at the agreed time and location, the instructor will wait for a maximum of 10 minutes.

After this time, the lesson will be treated as a non-attendance and will remain chargeable.

11. Late Arrival

Where a pupil arrives within the 10-minute period, the lesson may proceed at the instructor's discretion.

The lesson will end at the scheduled time and the full fee remains payable.

12. Instructor Delays

Reasonable delays may occur due to traffic or operational factors.

Such delays do not entitle the pupil to cancellation or refund.

13. Instructor Cancellations

Lessons may be cancelled or rearranged due to operational, safety, or unforeseen circumstances.

Where this occurs, a replacement lesson or credit will be offered.

No liability is accepted for any indirect or consequential loss arising from such cancellation.

14. Vehicle Allocation

Lessons are conducted in a vehicle selected by the instructor.

Tuzo Driving School Ltd reserves the right to substitute vehicles at any time.

Vehicle changes do not constitute grounds for cancellation or refund.

15. Instructor Allocation

Lessons may be delivered by any instructor operating under Tuzo Driving School Ltd.

Continuity of instructor is not guaranteed.

16. Lesson Locations

Pick-up and drop-off locations must be agreed in advance.

Changes may be refused where they affect scheduling or operational efficiency.

17. Repeated Cancellations

Tuzo Driving School Ltd reserves the right to discontinue tuition where a pupil demonstrates repeated cancellations or unreliable attendance.

18. Block Bookings and Refunds

Block bookings represent prepayment for future lessons.

If a block is not completed:

- all lessons taken will be recalculated at the full standard rate in force at the time of refund
- any discount applied will be removed
- a £15 administration fee will be deducted

No refund is payable for completed lessons, late cancellations, or missed lessons.

19. Lesson Credit Expiry

All prepaid lessons must be used within 6 months of purchase unless agreed otherwise in writing.

Any unused lesson credit may be refunded upon request, subject to:

- a £15 administration fee
- recalculation of completed lessons at the full standard rate

Where no refund request is made within this period, the remaining balance will expire.

20. Test Pass and Remaining Lessons

If a pupil passes their driving test before completing prepaid lessons, any remaining lessons must be used within **8 weeks** of the pass date.

Any unused lesson credit may alternatively be refunded in accordance with Clause 19.

Where no refund request is made within this period, the remaining balance will expire.

21. Non-Transferability

Lessons and credits are non-transferable.

22. Non-Payment and Recovery

Outstanding balances may result in suspension of tuition and may be pursued, including recovery costs where applicable.

23. Refusal or Termination of Lessons

A lesson may be refused or terminated where the pupil:

- is unfit to drive
- behaves inappropriately
- fails to comply with these terms

In such cases, the lesson will remain chargeable as a result of the reserved time.

24. Behaviour and Safety

A zero-tolerance policy applies to abusive, threatening, or inappropriate behaviour.

The instructor may terminate a lesson immediately where they reasonably believe their safety, the pupil's safety, or the safety of others is at risk.

Where a lesson is terminated, the instructor will take control of the vehicle and end the lesson at a safe location.

Public or online behaviour that is defamatory or damaging to the reputation of Tuzo Driving School Ltd may result in termination of tuition.

25. Instructor Control and Intervention

The instructor may take physical control of the vehicle at any time where necessary for safety.

This includes use of dual controls or steering input and may occur without warning.

26. Training Activities

Lessons may include emergency stops and other manoeuvres involving rapid braking or changes in control.

27. Accidents and Incidents

In the event of an incident, the instructor will manage the situation.

Insurance is in place; however, liability is limited to the extent of that cover.

28. Recording and Data Use

Lessons may be recorded in written, audio, or video format for safety, training, and evidential purposes.

All data is processed in accordance with UK GDPR and the Data Protection Act 2018.

Recordings are stored securely and retained only for as long as necessary.

Full details are set out in the Tuzo Driving School Ltd Privacy Policy. Privacy Policy available on request or via the TUZO website.

29. In-Car Recording

Vehicles may be fitted with recording equipment.

By attending lessons, the pupil consents to such recording.

30. Personal Condition

Pupils must present in a clean and suitable condition for close-contact tuition.

If not, the lesson will not proceed and will remain chargeable.

31. Footwear

Suitable footwear must be worn.

Lessons will not proceed where footwear is unsafe and will remain chargeable.

32. Distractions

Mobile phone use is not permitted unless directed.

Lessons may be terminated where the pupil is unable to focus.

33. Driving Tests

The pupil is responsible for meeting all requirements of the Driver and Vehicle Standards Agency.

If a test does not proceed for any reason outside the instructor's control, all fees remain payable.

Use of the instructor's vehicle is subject to the instructor's professional assessment of the pupil's safety and readiness.

34. No Guarantee of Outcome

No guarantee is given that a pupil will reach test standard within any specific timeframe or number of lessons.

35. Health and Infection Control

Lessons may be refused or rearranged where there is a risk to health or safety.

Late notice cancellations remain chargeable.

36. Third Party Involvement

Tuzo Driving School Ltd will communicate primarily with the pupil.

Tuition may be discontinued where third-party involvement interferes with lesson delivery.

37. Third Party Bookings

Where a third party books lessons, they accept these terms and remain responsible for payment.

38. Scheduling and Availability

Lesson availability is not guaranteed on an ongoing basis.

39. Breaks

Breaks form part of the booked lesson time.

40. Personal Property

No responsibility is accepted for personal belongings.

41. Communication

The pupil must ensure they are contactable.

No liability is accepted for missed communications.

42. Force Majeure (Events Outside Reasonable Control)

Lessons may be cancelled or rearranged due to events outside reasonable control, including vehicle breakdown, serious illness, extreme weather, road closures or other events outside our reasonable control.

No liability is accepted for resulting inconvenience.

43. Complaints

Complaints should be raised promptly to allow resolution.

44. Pricing and Variations

Lesson prices may be varied at any time.

Existing bookings remain at the agreed rate, but future bookings may be subject to revised pricing.

45. Pricing Errors

Errors may be corrected at any time.



46. Limitation of Liability

To the fullest extent permitted by law, Tuzo Driving School Ltd shall not be liable for any indirect, consequential, or economic loss.

Liability for any direct loss shall be limited to the value of the lesson to which the claim relates.

47. Right to Refuse Service

Tuzo Driving School Ltd reserves the right to refuse future bookings at its absolute discretion, provided such refusal does not unlawfully discriminate.

48. Entire Agreement

These terms constitute the entire agreement between the parties.

49. Severability

If any provision of these terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

50. No Partnership or Employment

Nothing in these terms creates any partnership, joint venture, or employment relationship.

51. Variations

Updated terms apply to future bookings.

52. Governing Law

These terms are governed by the laws of England and Wales.

53. Registered Company Address

TUZO Driving School Ltd

Registered Office:

82a James Carter Road

Mildenhall

Bury St. Edmunds

Suffolk

IP28 7DE

Registered in England and Wales

Company No. 17047794