



Driving Instructor Terms of Business

Important Notice

These Terms form a binding agreement between you (the “Pupil”) and your Instructor. Nothing in this document affects your statutory rights under UK law. Each Instructor operates as a self-employed professional under the Tuzo Driving School brand. Lessons are provided under a contract for services, not employment.

1. Definitions and Interpretation

“Instructor” means a DVSA approved driving instructor operating independently or under the Tuzo Driving School name. Each Instructor is self-employed and responsible for their own tax, insurance, and compliance obligations.

“Pupil” means the person receiving driving instruction.

“Lesson” means a scheduled period during which driving tuition is provided.

“DVSA” means the Driver and Vehicle Standards Agency.

Clause headings are for convenience only and do not affect interpretation.

2. Driving Instructor

All Instructors are appropriately licensed and approved by the DVSA. Instruction may be provided by self-employed Instructors working under the Tuzo Driving School brand or directly by Tuzo Driving School. Each Instructor is responsible for lesson delivery, schedule management, and ensuring vehicle suitability and safety.

3. Driving Lessons, Booking, Cancellation, Delays

Lessons must be booked in advance via phone, email, or an agreed booking platform. A minimum of 48 hours’ notice is required for cancellations or rescheduling by the Pupil. Failure to provide such notice will result in the full lesson fee being payable.

If the Instructor cancels a lesson with less than 24 hours’ notice, other than for safety, mechanical issues, or illness, the Pupil will not be charged and the lesson will be rebooked at no cost. If the Instructor is delayed by more than 10 minutes, the lost time will be added to the lesson or re credited.

Persistent cancellations, lateness, or being in an unfit condition to drive may result in termination of services.



Repeated Cancellations and Termination of Service

Where a Pupil repeatedly cancels or rearranges lessons, for example three or more short notice cancellations within an eight-week period, the Instructor reserves the right to discontinue tuition at their discretion. In such cases, any unused pre-paid lessons may be forfeited and will not be refundable. This policy ensures that lesson availability is fair to all Pupils and that the Instructor's schedule can be managed effectively.

4. Lessons, Location and Length

Lessons will begin and end at an agreed location unless otherwise arranged. Standard lesson lengths are typically 90 minutes or 2 hours. Lesson duration may include a short debrief or progress discussion. In the event of traffic or other delays, reasonable efforts will be made to fulfil the agreed lesson time.

5. Fees and Payment

Lesson fees are as advertised at the time of booking or as individually agreed. All lesson fees must be paid no later than 48 hours before the scheduled lesson, unless prior written agreement is made. Payments may be made by bank transfer, cash, or any other method agreed in advance. Block bookings may be subject to separate terms agreed at the time of purchase.

Payments made in advance are held as credit toward future lessons and are non transferable without the Instructor's consent. Where a block booking has been purchased and the Pupil subsequently decides not to continue with lessons, any refund due will be subject to a £15 administration fee.

All lessons already taken will be recalculated and charged at the Instructor's current standard lesson rates for 90 minute and 2 hour lessons at the time the refund is processed, regardless of any discounted block booking rate originally paid, before any remaining balance is refunded.

Refunds for unused block lessons are at the Instructor's discretion and subject to Section 3 (Repeated Cancellations and Termination of Service), 48 hours' cancellation notice, and deduction for any lessons already taken.

Where a Pupil chooses to present for a practical driving test before completing all hours within a block booking, any unused hours remaining in that block will be forfeited and will not be refundable.

Failure to pay on time may result in the lesson being cancelled and treated as a late cancellation.



6. Instructor Obligations

The Instructor agrees to provide structured, professional driving lessons in a safe and respectful manner. The training vehicle will be roadworthy, fully insured for instruction, and fitted with dual controls. The Instructor maintains appropriate motor, public liability, and professional indemnity insurance, and keeps accurate records of payments, appointments, and attendance.

7. Pupil Obligations

The Pupil must hold a valid UK provisional driving licence and present it upon request, be punctual, fit to drive, and not under the influence of alcohol, drugs, or medication affecting driving ability. They must comply with all reasonable instructions during lessons and notify the Instructor of any relevant health condition or legal restriction. If the Pupil attends a lesson unfit to drive, the Instructor may cancel the lesson and charge the full fee.

8. Vehicles and Insurance

Instruction will be provided in a fully insured, dual controlled vehicle unless otherwise agreed. The vehicle is insured for learner driver tuition and DVSA practical tests. In the unlikely event of an accident, any insurance excess will not be passed to the Pupil unless caused by deliberate or negligent conduct. Personal belongings are brought to lessons at the Pupil's own risk.

9. Driving Tests

The Instructor will advise when the Pupil is test ready. The Instructor reserves the right to withhold the vehicle for a DVSA driving test if the Pupil is not deemed ready. The Pupil is responsible for booking and paying for their DVSA practical driving test unless otherwise agreed. Use of the Instructor's vehicle for a driving test is chargeable and subject to availability. If the vehicle becomes unavailable due to breakdown or other unforeseen circumstances, every effort will be made to provide an alternative, but no liability is accepted for DVSA test fees lost due to vehicle unavailability.



10. Cancellation and Termination

Either party may cancel future lessons at any time, provided the required notice is given. Lessons cancelled by the Pupil with less than 48 hours' notice are chargeable in full. The Instructor reserves the right to terminate this agreement in cases of misconduct, non-payment, repeated lateness, or failure to follow safety instructions.

This agreement does not affect your statutory right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, where applicable to distance contracts prior to the commencement of lessons.

11. Liability

The Instructor is not liable for any loss, damage, or injury caused by the Pupil's actions while driving outside of instruction. The Instructor is not responsible for DVSA test cancellations or failures. The Instructor's liability is limited to the cost of lessons paid for but not delivered. Nothing in these Terms limits liability for death or personal injury resulting from negligence.

12. Changes to Terms and Conditions

Tuzo Driving School and or the Instructor reserves the right to amend these Terms and Conditions at any time. Pupils will be notified of any changes in writing, for example by email or text, before they take effect.

13. Data Protection

All personal data is handled in compliance with UK GDPR and the Data Protection Act 2018. Data is used solely for providing driving tuition and administrative purposes. Personal information will not be shared with third parties without consent, except where legally required. Tuzo Driving School is registered with the Information Commissioner's Office (ICO) under registration number ZB916152.

14. Regulations

All tuition will be delivered in accordance with the DVSA Code of Practice and all relevant UK road traffic laws.



15. Information

Pupils must ensure all information provided to the Instructor is accurate and up to date. Any changes to address, contact details, licence status, or health conditions must be communicated promptly.

16. Complaints

Any complaints should be raised directly with the Instructor at the earliest opportunity so that an attempt can be made to resolve the matter. If the matter cannot be resolved, the complaint may be referred to the DVSA. Nothing in this clause affects the Pupil's legal rights to pursue a claim through the courts.

17. No Waiver

Any failure or delay by the Instructor to enforce rights under these Terms will not be considered a waiver of those rights.

18. Severance

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

19. Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the English courts.