



Terms & Conditions of Tuition

LEARN WITH GARY | Automatic Driving Lessons, Aberdeen

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Important

These terms explain how lessons are booked, paid for, cancelled and delivered. The separate Lesson & Pricing Schedule contains current prices and lesson durations.

1. About Learn With Gary

I am Gary Anderson, an independent approved driving instructor trading as Learn With Gary and providing automatic driving tuition in Aberdeen.

Contact: +44 7734 232 073 | gary@learnwithgary.com | www.learnwithgary.com.

2. Booking lessons

Lessons are subject to availability and are only confirmed when agreed with me. An enquiry by website, WhatsApp, text, email or telephone is not itself a confirmed booking.

Lessons normally begin and end at the agreed collection/drop-off point. A different pickup point should be agreed in advance and may form part of the booked lesson time.

3. Prices and payment

The current Lesson & Pricing Schedule forms part of these terms. My normal lesson format is 1.5 hours. Other durations may be agreed where appropriate.

Payment may be made by bank transfer or cash and is normally due on the day, unless a prepaid block or another arrangement has been agreed.

Prepaid lesson credit is recorded through Learn With Gary's lesson-record system. A receipt or payment confirmation can be provided.

If an outstanding balance remains unpaid, the next lesson may be postponed until the account is brought up to date.

4. Block bookings and refunds

Current block prices and expiry periods are shown in the Lesson & Pricing Schedule.

The block-booking discount is conditional on the block arrangement. If you end tuition early and a refund is due, hours already used are recalculated at the normal lesson rate that applied when the block was purchased. The remaining balance is refunded.

Example at the current rates: a 10-hour block purchased for £470, with 5 hours used, is recalculated as 5 x £50 = £250 used, leaving a £220 refund.

Refunds are made by bank transfer. No separate refund administration fee is currently charged.

If I am unable to continue providing tuition, unused prepaid credit will be refunded.

5. Cancellations, rearrangements and no-shows

At least 48 hours' notice is required to cancel or rearrange a lesson.

A lesson cancelled with less than 48 hours' notice is charged at the full booked lesson fee. A no-show is also charged in full.

If you are using prepaid credit, the full booked lesson time is deducted from your credit where the late-cancellation/no-show charge applies.

If I cancel, the lesson will be rearranged. Where weather, breakdown, illness or another event makes the lesson impractical or unsafe, I will rearrange the lesson without charging you for a lesson that I have cancelled.

6. Lateness

If you are late, the lesson normally ends at the originally agreed time and the full booked lesson fee remains payable.

If I am late, you will still receive the full booked lesson time, either by extending the lesson where practical or by another agreed arrangement.

7. Fitness, safety and your responsibilities

You must hold and produce an appropriate valid driving licence, meet the legal eyesight requirement and be legally entitled to drive.

You must tell me about changes, health conditions or medication that may affect safe driving, and you must not attend under the influence of alcohol or drugs.

You must follow reasonable safety instructions, treat me and the tuition vehicle respectfully and wear suitable footwear/clothing for driving.

If it becomes unsafe or unlawful to continue, I may stop the lesson immediately. Where the lesson is stopped because you are unfit to drive, behave unsafely or unacceptably, or fail to follow reasonable safety instructions, the full booked lesson fee remains payable.

8. Behaviour and ending tuition

Abusive, threatening, discriminatory, intimidating or deliberately unsafe behaviour will not be tolerated.

I may end a lesson immediately and may refuse future tuition where necessary for safety, professional boundaries or a serious breakdown in the working relationship.

Persistent non-payment or repeated late cancellations/no-shows may also lead to tuition being ended.

Where tuition ends and you have refundable unused prepaid credit, the refund will be calculated under section 4.

9. Driving tests and use of the tuition car

You are responsible for booking and managing your own practical driving test appointment. I cannot book, change, swap or cancel your test on your behalf.

If you would like to use my tuition car for your test, please discuss the proposed test date and time with me before you book it. Please provide my ADI reference where required by the booking system.

Use of my tuition car for a test is subject to my availability, agreement and me being satisfied that you are ready to use it safely for the test. I may refuse use of the car where I do not consider you safe/test-ready, insufficient notice is given, I am unavailable, payment is outstanding, or there is a licence, insurance or legal issue.

Current test-day duration and price are shown in the Lesson & Pricing Schedule. I will only accompany your test or attend the debrief with your agreement.

10. Lesson and progress records

I keep records of lessons/hours, prepaid credit and your progress using my Learn With Gary digital business systems.

I review progress during and at the end of lessons. I may also share progress information and the next-lesson focus with you electronically.

If you are under 18, I normally share progress directly with you. Where appropriate and agreed with you, I may also discuss or share general progress with your parent/guardian.

11. Privacy, cameras and recordings

I handle your personal information in accordance with the separate Learn With Gary Privacy Notice.

My tuition vehicle uses a road-facing dashcam. Further information about the purpose, operation and access to footage is provided in the Privacy Notice.

Please discuss any recording of a lesson with me in advance. A recording must not be used in a way that infringes my privacy, safety or rights, or those of other road users or third parties.

12. Pass photos and publicity

I will obtain your permission before displaying or publishing a pass photo of you. Permission is recorded separately from these Terms and can be declined.

13. Complaints

I aim to resolve concerns promptly and fairly. The separate Complaints Procedure explains how to raise a complaint and how I will handle it. My main formal complaints contact is gary@learnwithgary.com.

14. Events outside my reasonable control

I am not responsible for unavoidable disruption caused by events such as DVSA cancellations/delays, severe weather, road closures, traffic disruption, vehicle breakdown or illness. I will make reasonable efforts to minimise disruption and rearrange affected tuition.

15. Changes to documents

These Terms are controlled by version. Where a material change affects existing pupils, I may issue the updated documents and ask you to confirm receipt/acceptance of the new version.

The current version and effective date will be shown on the document.

16. Governing law

These Terms are governed by the law of Scotland.