



# Terms and Conditions

## TERMS AND CONDITIONS

Name of School - DJ'S Driver Instructing School, part of Expertina Ltd

Effective Date: January 2026

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### 1. Definitions

- **“School”** refers to **DJ'S Driver Instructing School**, its owners, instructors, staff, and affiliates.
  - **“Student”** refers to any individual enrolled in training or activities.
  - **“Parent/Guardian”** refers to the legal guardian of any Student under 18 years of age.
  - **“Activities”** include DJ'S driving instruction, practice sessions, classroom instruction, physical training, and related events.
  - **DVSA** – refers to Driver and Vehicle Standards Agency.
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### 2. Eligibility

- Students must meet the minimum age and vision requirements set by the school and/or DVSA.
  - Students under 18 years old must have a signed consent and waiver from a Parent/Guardian.
  - The school reserves the right to refuse participation for safety, behavioural, or medical reasons.
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### 3. Health and Fitness

- Students confirm they are physically and mentally fit to take part in learning to Drive activities.
  - Any medical conditions, allergies, or physical limitations must be disclosed prior to participation.
  - The school may require medical clearance where necessary.
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### 4. Safety Rules and Conduct

- All Students must follow all reasonable instructions given by instructors at all times.
- Required safety equipment (Seat Belts, etc.) must be worn correctly.



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- Reckless behaviour, aggression, bullying, or failure to follow rules may result in immediate removal without refund.
  - The school reserves the right to modify or stop any activity for safety reasons.
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## 5. Assumption of Risk

- Driving and learning to drive involves some inherent risks, including injury or death.
  - By participating, the students and/or Parent/Guardian voluntarily accepts all risks associated with the Activities.
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## 6. Waiver and Release of Liability

- To the fullest extent permitted by law, the students and/or Parent/Guardian agrees to release, waive, and hold harmless the school from any claims, injuries, losses, or damages arising from participation, except were caused by gross negligence or wilful misconduct.
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## 7. Equipment and Property

- Students are responsible for respecting School property and equipment.
  - Any intentional or negligent damage may result in financial responsibility.
  - Personal equipment brought to the school is used at the students 's own risk.
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## 8. Fees and Payment

- All fees must be paid in full before participation unless otherwise agreed in writing.
  - Fees are non-refundable except at the school's discretion or if required by law.
  - Missed sessions due to illness, weather, or personal reasons will not be refunded.
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## 9. Cancellations and Schedule Changes

- The school may cancel or reschedule sessions due to weather, safety concerns, or unforeseen circumstances.
  - In such cases, the school may offer a rescheduled session or credit.
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## 10. Media Release

- The school may photograph or record Students during Activities.
  - These images or videos may be used for promotional, educational, or marketing purposes unless the Parent/Guardian provides written objection.
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## 11. Discipline and Termination

- The school reserves the right to suspend or terminate participation for rule violations or unsafe behaviour.
  - No refunds will be issued for termination due to misconduct.
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## 12. Insurance

- The school may carry insurance where required by law; however, Students are encouraged to maintain their own personal health and accident insurance.
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## 13. Acceptance of Terms

- By enrolling and participating, the students and/or Parent/Guardian confirms that they have read, understood, and agreed to the following Terms and Conditions.
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### 1. About Us

**DJ'S Driving School** (“the school”, “we”, “us”, “our”) provides driving tuition in the United Kingdom through DVSA-approved or trainee driving instructors.

It is a Trading name of Expertina Ltd the parent company.

DJ'S Driving School was established in October 2025 when I left the franchise arrangement, I had with Bill Plant Driving School.

My Name is Danny Jones; I am the sole Managing Director of Expertina Ltd and wholly own Expertina Ltd inclusive of DJ'S Driving School.

Contact details:

- Address: Parent Company Expertina Ltd, 61 Bridge Street, Kington, HR5 2D
- Phone: 07900 693937
- Email: [info@djsdrivingschool.co.uk](mailto:info@djsdrivingschool.co.uk)

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### 2. Definitions

- **“Learner”** means the person receiving driving tuition.
- **“Instructor”** means a driving instructor providing tuition on behalf of the school.
- **“Lesson”** means any practical or theoretical driving instruction session.
- **“DVSA”** means the Driver and Vehicle Standards Agency.

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### 3. Eligibility to Receive Lessons

3.1 Students must:

- be aged 17 years or older to be able to take driving lessons in accordance with UK law.
- Hold a valid UK provisional driving licence (or an accepted foreign equivalent where permitted).
- must pass the DVSA eyesight check before starting their driving lessons. Instructors are required to cancel driving lessons should Student's fail this assessment.



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- Be physically and mentally fit to drive.
- Not be under the influence of any Alcoholic drink(s) or \Drug(s) (prescribed or otherwise) when taking lessons
- Student's must inform their instructor immediately if they receive any endorsements on their driving licence during the period they are receiving tuition.

3.2 The Learner must produce their driving licence upon request before lessons commence.

3.3 The School reserves the right to refuse or terminate lessons if a Learner does not meet legal or safety requirements.

3.4 By making a payment and confirming a Booking(s) you are agreeing that you understand and accept the Terms and Conditions related to the provision of driving lessons with your DJ'S Driving School Driving Instructor.

3.5 A Student is deemed "Active" where they are undertaking regular lessons within a monthly period (At least Two lesson in a four-week period). When fewer/less regular lessons are taken the student will be classified as "Inactive".

3.6 Inactive Students may Not be able to rebook lessons as easily as they will fall onto a waiting list for free spaces in the portfolio of studnets.

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## 4. Booking Lessons

4.1 Lessons may be booked individually or in blocks, or via any offers that are provided from time to time.

4.2 Lesson availability is subject to Instructor availability.

4.3 The School does not guarantee a specific Instructor unless agreed in writing.

4.4 Any Booked lesson will only be confirmed as being Booked once the full payment has been received by the school.

4.5 Lessons can be booked via several routes either:

- I. The Total Drive (App)- preferred option
- II. The DJ's Driving School Website
- III. Via phone, SMS, Whatts app, messenger, email, in person etc. please note they will only be confirmed once payment has been received.
- IV. When a student confirms in any written format they have booked a lesson slot, they may be held liable for the full payment.
- V. All payments shall be made as soon as reasonable possible after establishing a lesson slot, in all cases the payment shall be received by DJ's Driving School at least 14 working days prior to the lesson slot.



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4.6 No more than 1 lesson within a 7-day period shall be booked (using any of the booking methods) unless prior written agreement has been made with DJ's Driving School

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## 5. Lesson Duration and Punctuality

5.1 Lessons are charged by time, normally 2 hrs for most lessons, tests are 2.5 hrs and motorway lessons can be as high as 5 hrs. not mileage.

5.2 If the Learner is late, the lesson will still end at the scheduled time.

5.3 If the Instructor is late, the lost time will be added to the lesson or credited to your account, to be decided on day between both parties.

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## 6. Cancellations and Missed Lessons

6.1 A minimum of **48 hours' notice** is required to cancel or reschedule a lesson.

6.2 Lessons cancelled with less than 48 hours' notice will be charged in full.

6.3 Lessons missed without notice will be charged in full.

6.4 Exceptions may be made at the school's discretion in genuine emergencies.

6.5 Any Student wishing to alter a Booked lesson can only do so by contact DR Jones directly via SMS message. For the avoidance of Doubt, the measurement of time shall start from when DJ opened the message Not when it was sent.

6.6 DJ's Driving School will confirm receipt of SMS message by return message to show the request has been sanctioned and the lesson changed. If a student does not receive an SMS message back confirming receipt of request within a reasonable time they should call DR Jones directly.

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## 7. Lessons

7.1 Instructors will endeavour to teach their student's the correct driving skills according to the recommended syllabus issued by the DVSA within the minimum number of driving lessons required.

7.2 Students should be aware that their instructor's primary objective is to promote road safety and in doing so, they may be required to take control of the vehicle.



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7.3 Instructors endeavour to arrive approximately 5 minutes prior to the scheduled start time of every lesson (Traffic dependant).

7.4 Stopping as close as reasonable possible to the agreed address and in a safe and legal position. On occasion the parking/stopping locations are unsuitable for waiting and I shall stop as close as is reasonable possible to the agreed address. I shall make contact via SMS and/or Whatts app to notify the student I have arrived and await the student.

7.5 If the student is running late, please message me to confirm you are aware of my arrival, and I am happy to wait for you up to and including the full two hour scheduled lesson.

7.6 The lesson time will start from the original booked time slot and any loss of time shall be deducted from the two-hour lesson.

7.7 When no message is received stating you are aware of my presence I shall wait for a maximum of 20 minutes. I shall in that time endeavour to further contact you via SMS and/or Whatts app and/or call. After the 20 minutes I shall leave and deem the lesson cancelled with full fee applicable.

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## 8. Fees and Payment

8.1 All lesson fees must be paid in advance unless otherwise agreed.

8.2 Prices are subject to change; existing bookings will be honoured at the agreed rate.

8.3 Block bookings may be non-refundable but may be transferable at the school's discretion.

8.4 Refunds for unused lessons are subject to an administration fee. The current admin fee is 30% of outstanding monies

8.5 Once a student becomes inactive for any reason any credit still outstanding is only available for use or refund for a period of 14 working days, following which it is deemed as forfeiting any outstanding credit.

8.6 Studnets are advised to regularly check the status of their account within the Total Drive software, to ensure the credits are correct as per their checks. Any issues or irregularities should be brought to the attention of DJ's Driving Scholl as soon as possible in an email to [info@djsdrivingschool.co.uk](mailto:info@djsdrivingschool.co.uk)



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## 9. Driving Tests

9.1 The School cannot guarantee that a Learner will pass their driving test.

9.2 Driving tests should only be arranged with the prior agreement of both the Instructor and the Student

9.3 Student's must make a payment to DJ's Driving School Instructor directly for use of their tuition vehicle and time spent travelling to and from the test centre for a driving test. Payment for sitting a practical driving test is paid directly to the DVSA, however this does not include the use of a tuition vehicle.

9.4 DJ'S Driving school is not liable for any issues with the Test Date including cancellation or change of date by DVSA. Unless cancelled in line with the cancellation policy namely 48 hrs notice the test fee is still applicable in this instance.

9.5 Use of the Instructor's car for a driving test is subject to:

- Instructor approval
- Test readiness
- Valid test booking
- Payment of any applicable test-day fees
- Recent pass of a Mock Test with the School

9.6 The Instructor may refuse use of the vehicle if the Learner is deemed unsafe or unprepared up to and including on the way to a test. No compensation is paid in the event that the test can not be attended in this case.

9.7 in the very unlikely event DJ'S Driving Schools Car is unavailable for Test due to mechanical breakdown Not for any issues in 9.5 every effort shall be made for a replacement test vehicle or instructor to accompany you.

9.8 in the very unlikely event that a cover vehicle can not be found, DJ'S Driving school would refund the DVSA test fee of £62.00 and not charge for any DJ Driving School fee for that test.

9.9 in the event of 9.8 being used, for clarity no 3<sup>rd</sup> party fees would be re-payable by DJ'S Driving School.

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## 10. Conduct and Behaviour

10.1 Learners must behave in a safe, respectful, and lawful manner.





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10.2 Lessons may be terminated immediately if the Learner:

- Is under the influence of alcohol or drugs
- Acts aggressively, abusively, or dangerously
- Fails to follow Instructor instructions

10.3 No refund will be given for lessons terminated due to misconduct.

10.4 Any abuse of DVSA examiners will be deemed inappropriate behaviour,

10.5 All of our instructors are subject to a police DBS check to ensure they have no criminal convictions before they can become a Driving Instructor

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## 11. Health, Medication, and Fitness to Drive

11.1 Learners must inform the instructor of any medical conditions or medication that may affect driving.

11.2 The Instructor may cancel or stop a lesson if the Learner appears unfit to drive.

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## 12. Vehicles and Insurance

12.1 Tuition vehicles are insured for driving instruction purposes.

12.2 Learners must not smoke, vape, or consume food in the vehicle unless permitted.

12.3 Learners may be liable for damage caused by reckless or negligent behaviour.

12.4 Learners must not hold a mobile device or use a smart watch whilst the engine is running. Any penalties occurring from this will be issued direct to the student.

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## 13. Instructor Substitution

13.1 The School may substitute an instructor, if necessary, due to illness, holidays, or operational reasons.



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13.2 Any changes will be communicated where reasonably possible.

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## 14. Liability

14.1 The School and its Instructors will not be liable for:

- Test failures
- Delays caused by weather, traffic, or third parties
- Loss of earnings or indirect losses

14.2 Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Any liability that cannot be excluded under UK law

14.3 Instructors will make every effort to instruct Student's to the highest standard but can in no way be held liable for any errors that Student's may make whilst driving unaccompanied by their instructor, either before or after passing their driving test.

14.4 Instructors will accept no liability for accidents, injury or damage to any Third Party caused by the Pupil's recklessness or negligence during any form of lesson/test.

14.5 Instructors will accept no liability for Penalty Points, Penalty Charge Notices caused by the Pupil's recklessness or negligence during any form of lesson/test.

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## 15. Data Protection (UK GDPR)

15.1 Personal data is collected and processed in accordance with UK GDPR and the Data Protection Act 2018.

15.2 Personal data will only be used for:

- Lesson administration
- Legal and regulatory compliance
- Communication with Learners

15.3 Full details are available in our Privacy Policy.



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## 16. Complaints

16.1 Complaints shall always begin in writing to [info@djsdrivingschool.co.uk](mailto:info@djsdrivingschool.co.uk)

16.2 The School aims to respond within **14 days**.

16.3 Please specify the details and nature of all complaints along with your preferred outcome.

16.4 If unresolved, Learners may escalate complaints to the DVSA where appropriate.

16.5 Any complaints are to be dealt with in accordance with the ADI (Approve Driving Instructor) Code of Practice.

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## 17. Termination of Lessons

17.1 The School may terminate lessons immediately for safety, legal, or conduct reasons.

17.2 Outstanding fees remain payable upon termination.

17.3 Instructors reserve the right to rearrange lessons at short notice in the event of mechanical breakdown or other difficulty outside their control.

17.4 Instructors reserve the full right to withhold the use of their tuition vehicle for a driving test.

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## 18. Force Majeure

The school shall not be liable for failure to provide lessons due to events beyond reasonable control, including extreme weather, vehicle breakdown, Excessive Traffic Conditions or government restrictions.

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## 19. Changes to These Terms

19.1 The School may update these Terms from time to time.

19.2 Updated Terms will be published on our website or provided upon request.



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## 20. Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

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## 21. Acceptance

By booking and attending lessons, the Learner confirms they have read, understood, and agreed to these Terms and Conditions.

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## 22. FEES

Fees are periodically reviewed and subject to change, every effort shall be made to ensure sufficient notice is given including honouring your current fee level for a period of 3 months after any fee change.

22.1 any additional direct cost may have to be passed on with immediate effect but that will be discussed, and both parties shall agree a fair implementation date for any change.

22.2 Fees shall be reviewed Annually on the following dates:

- I. 31<sup>st</sup> March
- II. 31<sup>st</sup> August
- III. 31<sup>st</sup> December

Current Fees are as follows:

- Hourly Rate £42.50
- Standard Lesson £85.00
- Loyalty Lesson £100.00/lesson with 4 hrs free after once a week booking
- 10 Hours Block Booking £415.00
- 20 Hours Block Booking £800.00
- 34 Hour Course fee with Test £1550.00
- Test Car Hire £120.00
- Motorway Lesson £145.00



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## 23. Refunds

23.1 The actual fees are set out above in the Fees section, when a Block Booking payment is made and the student request a Refund, the refund shall be calculated in the following way:

23.2 Any additional time added to a student account by DJ;s Driving School is only redeemable in lesson time, no monetary refund shall be awarded in lieu of any added time.

23.3 Block Booking Fee Refunded – (Amount of lessons taken x Hourly Rate) +CF.  
A cancellation fee (CF) of £55.00 shall also be added to the payment required.  
All monies owed post calculation shall be re-paid within 30 working days into the account specified by the student.

23.4 Where Multiple lessons are booked within a 7-day period and more than 1 lesson is cancelled by the student with more than 48 hrs notice given a cancellation fee is applicable.

23.5 the Current Cancellation Fee is 50% of each lesson cancelled

## 24. Feedback

24.1 If the Student consents, the instructor may take photographs / videos of the Student after their Driving Test and request a Customer Review. The student will receive the review request via SMS or email sent by either the Instructor, or Third-Party Review companies such as Trustpilot.

Contact us

If you have any queries about this policy, please  
contact [email@drjonesdrivinginstructor.co.uk](mailto:email@drjonesdrivinginstructor.co.uk)

Last Updated: 31<sup>st</sup> December 2025