



Appendix

Student-required pause of lessons

If you are using a regular lesson slot but need to pause and have an absence more than the next two regular lessons, due to a holiday or surgery or some such, I need to ask for payment for the entire first resumed lesson.

Apologies, but on several occasions in the past I have had students pause lessons, leaving me without income for that diary space because of their intention to return, only for them to then cancel the lessons the week that they were scheduled to restart.

Since I only ask for 48 hours' notice to reschedule or cancel a lesson, this has not cost the student on these occasions anything but left me in a difficult position.

From here on, to protect my ongoing business, I need to hold payment for the resuming lesson and this payment will ONLY be for the resuming lesson, regardless of any notice to move or cancel this date. If the lesson is then moved or cancelled, the payment for that booked time is forfeit and the ongoing diary space is no longer guaranteed.

Without payment, the need to take time away from driving lessons means that the student's space becomes available for enquirers to book. When that student is then able to resume, I encourage them to enquire anew in order to determine current availability for booking.

Similarly, if a student cancels two lessons in a row, they need to pay at the point of second cancellation, for the next scheduled lesson in order to maintain the ongoing booking. This payment is against specifically for that particular dated lesson and not returnable if not taken. Without that payment, the space in my diary is now open to enquirers as I need income from that slot. When able to return to lessons, the student would be very welcome to enquire as to availability for booking.

For students who already pay for lessons in blocks, at the second cancellation in a row, I shall issue a warning that the funds for the next lesson will be taken whether the next booked lesson happens or not. If the situation continues, then remaining funds can be used similarly but, as per section 5 of the General terms and conditions, any remaining funds for driving lessons can be returned whenever requested (less the administration fee), the booking dissolved and the diary space released.