



TERMS AND CONDITIONS

**Please note a full 72 hours is required for cancellations.
No lessons are replaced if this isn't given**

Vogue Driving School will **NOT** take you for a test if we do not think you are ready.

We will **NOT** take you for a test if you do not keep up regular lessons before the test day.

All tests need to be paid for in advance. They will **NOT** be confirmed until payment is received.

- Test day is 3 hours
- You will be collected 1 hour before your test
- The test can take from 40 – 60 minutes including a debrief
- Vogue then has to take you home

Please note: the test centres are not local. No manoeuvres are taught before the test but, time allows, a bay parking may be included.

This is why it is important to keep lessons up before your test.

In Unforeseen Circumstances

Under normal circumstances the traffic flows fairly well and the instructor will always leave in good time to collect pupils.

If there is a traffic jam due to road closures, an accident or bad weather please note that we cannot be held responsible for this or for any similar delay incurred on route to the test. This is beyond our control and will not be refunded. If you choose not to proceed with the test, **NO** refund will be given and Vogue Driving School will not be responsible for the loss of your test payment. We will offer you 1 free lesson before the next test.

Test cancellation by the DVSA

If the DVSA cancels your test for any reason Vogue Driving School is not responsible for loss of lessons or test payment. This must be claimed back from DVSA direct including compensation for payment of lost lessons.

Car breakdown

If the Vogue Driving School car has a mechanical breakdown or failure, causing you to forfeit your test, we will refund your test fee and replace the lessons for the next test.

Your right to complain

Sometimes things don't go exactly to plan, and on these occasions, you may want to complain so we can put things right and learn from our mistakes. To allow us to deal with your complaint quickly and efficiently, we ask you to forward it in an email putting your points clearly and telling us why you are unhappy with our service.

Please write to: voguedriving@outlook.com