

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.

Information during the Coronavirus outbreak

The DVSA are continuing to deliver driving tests, but there is a little uncertainty on the provision of the theory and hazard awareness centres remaining open. This will delay the timeline which will affect students.

Please note that we will do everything we can to continue as normal during this period but during the Coronavirus it is possible that there could be some restrictions on training. This is an unprecedented situation that is unfortunately out of our control.

The DVSA have asked that any students returning from areas/countries which have a high concentration of Coronavirus cases to self-isolate for 14 days before attending a driving test or returning to lessons.

Vogue may need to set new, realistic goals for the students in terms of re-appraising the timeline that they will be able to take their test within. This is not an indictment on pupil or trainer but there is a need to ask our candidates to be flexible and realistic in the current climate.

Driving tests

DVSA has requested we not bring pupils to test if our driving instructor, or our pupil feels unwell.

DVSA will rebook your test free of charge if it has to be cancelled or changed because of coronavirus. This includes if it's done at short notice (within three clear working days of the test).

You will need to call to cancel or change on 0300 200 1122 (Monday to Friday, 8am to 4pm). NOTE: They cannot cancel or change their test online, if it's because of coronavirus.