

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.

Driving tests

Pupils testing positive for COVID-19

We encourage candidates testing positive for COVID-19 up to 5 days before their driving test not to attend their test to reduce the spread of the virus.

You or your pupil should email us at customerservices@dvsa.gov.uk with the subject title 'COVID-19 short notice cancellation' to rearrange their test.

You or your pupil will need to include the following information in the email:

their driving licence number

their driving test booking reference number

We will then contact you or your pupil to help rearrange the test. Your pupil will not have to pay again.