Terms & Conditions of Tuition

DRIVE WITH TRACY | Manual Driving Lessons, Aberdeen

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These terms explain how lessons are booked, paid for, cancelled and delivered. Current prices and durations are listed in the separate Lesson & Pricing Schedule (DWT-DOC-02).

1. About Drive with Tracy

I am Tracy Mahoney, an independent approved driving instructor trading as Drive with Tracy. I provide manual driving tuition in Aberdeen and surrounding agreed areas.

Contact: 07794 173033 | tracy@drivewithtracy.org | drivewithtracy.org.

2. Booking and collection arrangements

Lessons are arranged directly with me, normally through WhatsApp, and are confirmed only when a date, time and collection point have been agreed.

Lessons normally begin and end at your home or another agreed pickup/drop-off point. Any change should be agreed before the lesson starts.

3. Lesson prices and payment

Current lesson durations, course prices and test-day charges appear in DWT-DOC-02, which forms part of these terms.

Payment is normally due before the lesson by bank transfer or cash, unless I have agreed another arrangement. Prepaid credit and lesson usage are recorded in my ABO lesson-register system.

Where an outstanding payment remains unpaid, further lessons may be postponed until the account is brought up to date.

4. Block bookings and refunds

A 10-hour block is available at the price shown in the current schedule. It is valid for six months after purchase unless I expressly agree an extension. After that period unused lesson credit is removed under the agreed block arrangement, subject always to applicable statutory rights.

Where tuition ends early and a refund is due, lessons already taken are recalculated at the normal hourly price applying when the block was purchased; the balance is refunded without an administrative fee.

For example, with a £460 ten-hour block and six hours taken at £48/hour, the calculation is £460 minus £288 = £172 refundable. Refunds are returned to the original payer, subject to any funding-provider requirements.

If I am unable to continue tuition, unused prepaid lessons that I cannot deliver will be refunded.

5. Ordinary lesson cancellations

Please give at least 48 hours' notice to cancel or rearrange an ordinary lesson. A cancellation within 48 hours, or failing to attend, may incur the full booked lesson fee. If using a prepaid block, the corresponding booked time may be deducted from the balance.

Genuine emergencies are considered individually. If I cancel, or a lesson cannot safely proceed because of weather, illness, breakdown or another event outside the pupil's control, I will rearrange the lesson or refund any paid tuition not provided.

6. Intensive courses — booking and cancellation

My 30-hour intensive course costs £1,600 and normally takes place over one week. An £800 booking payment reserves the agreed dates. The remaining £800 is payable 48 hours before the course begins.

If you cancel 21 days or more before the course, your £800 booking payment is refunded in full.

If you cancel 7–20 days before the course, the standard refund is £600 (£200 cancellation charge). If you cancel fewer than 7 days before the course, the standard refund is £400 (£400 cancellation charge).

These are standard charges intended to reflect the likely loss of reserved teaching time. If a charge exceeds my reasonable losses, taking account of replacement bookings and costs saved, I will reduce the charge and refund the difference.

I may also offer a rearrangement or a larger goodwill refund. Applicable statutory cancellation rights take priority. If I cannot provide the course, any tuition I cannot provide will be refunded. Refunds go to the original payer. If you have already paid the remaining £800, that additional payment is normally refunded when cancelling before any tuition is provided.

7. Lateness

If you are late, the lesson normally finishes at the originally agreed time and the booked fee remains payable. If I am late, I will provide the agreed tuition time by extending the lesson where practical or making another agreed arrangement.

8. Safety and learner responsibilities

You must hold and produce a suitable valid driving licence, meet legal eyesight requirements, tell me about anything affecting your fitness to drive, and must not attend under the influence of alcohol or drugs.

Follow reasonable safety instructions and treat the instructor, other road users and tuition vehicle respectfully. Suitable footwear and clothing are required. I may stop an unsafe lesson immediately and may terminate tuition for serious or repeated safety or conduct issues. Any charge for a stopped lesson will be considered fairly in the circumstances.

9. Driving tests and use of my car

You are responsible for booking and managing your practical driving test. Please discuss the proposed date and time with me before booking if you wish to use my tuition car, and provide my ADI reference when required.

Use of the car is subject to my availability, agreement, lawful/insured use, satisfactory payments and my judgement that you are sufficiently safe and test-ready. I may refuse use where these conditions are not met. The test-day price and indicative duration appear in DWT-DOC-02.

Whether I accompany your test is your decision; I may request to attend the debrief where agreed.

10. Tuition records and progress

I use ABO systems to record lesson hours, credits and progress. Progress is discussed during lessons, with written summaries or next-lesson plans where appropriate. For younger pupils, appropriate communication with parents/guardians is handled in accordance with the Privacy Notice.

11. Privacy and dashcams

Personal information, including relevant learning and health needs, is handled as explained in DWT-DOC-03. My car has road-facing and other external-view dashcams which operate when the ignition is on; audio is not recorded.

12. Pass photos

Permission to publish a pass or achievement photograph is requested separately from these terms. The pupil can decline. Where implemented, the digital choice and signature are recorded through ABO-LGR, and permission may later be withdrawn.

13. Complaints

Concerns and complaints can be raised using the separate Complaints Procedure (DWT-DOC-04), including by email to tracy@drivewithtracy.org.

14. Events outside reasonable control

I will make reasonable efforts to minimise disruption from test cancellations, road closures, extreme weather, breakdowns or illness and to agree suitable alternative tuition arrangements.

15. Document updates

Material changes to these terms are managed by controlled version. Current pupils may be issued new terms and asked to acknowledge the revised version. Historical acceptance records will not be silently rewritten.

16. Governing law

These terms are governed by Scots law. Nothing in them removes statutory consumer rights.