



Terms & Conditions

By participating in Felicity's Driver Training activities, events, or services, you acknowledge that you have read, understood, and agreed to the terms and conditions and read our [Privacy Notice](#).

1.0 General & Instructor Conduct

- 1.1 Instructors will always behave in a professional and courteous manner.
- 1.2 Clients will be treated fairly and with respect regardless of race (including colour, nationality, ethnic or ethnic origin), religion and belief, sex, sexual orientation, disability, pregnancy or age. Felicity's Driver Training does reserve the right not to give instruction, but this will not in any way contravene legislation.
- 1.3 Instructors will always avoid physical contact with clients except during a normal greeting or in an emergency or a situation where the safety of the client or any other road user may be compromised.
- 1.4 Training equipment such as trailers and caravans provided by Felicity's Driver Training are insured for fire, theft and damage, and fully roadworthy.
- 1.5 All courses conducted in clients' own vehicles (motorhome or car with caravan) must be taxed and insured and, where applicable, have a current MOT. Please note, that any caravan used during the session falls under the insurance policy (third party only) of the towing vehicle. Proof of these is required before the start of the course. Clients must also declare to their insurer they have a tow bar fitted and will be towing. Failure to do so could result in the termination of the course. In such circumstances the full course fee will still be payable.
- 1.6 **For Caravan Courses** – clients **must** supply towing mirrors (if required) and a spare number plate. In addition, the tow bar must be cleaned as per AL-KO recommendations, for use with an AL-KO stabiliser. Failure to do so could result in the termination of the session. In such circumstances the full course fee will still be payable.
- 1.7 Felicity's Driver Training accepts no legal or financial responsibility for any driving offences committed during a training session.
- 1.8 Clients agree that participating in Felicity's Driver Training activities, events, or services is undertaken at their own risk, and should they injure themselves or become unwell after their session, they have no claim against the Instructor or Felicity's Driver Training.

3.0 Business & Financial Matters

- 3.1 The minimum training session is 3 hours. If, for any reason, the instructor is late for the session they will make a concerted effort to inform the client of the estimated time of arrival. If the delay is greater than 15 minutes this time will be, where possible, added to the end of the session.
- 3.2 If you request Felicity's Driver Training to travel to you, expenses will be chargeable as follows.

Up to ½ hr away from Acton, Suffolk	= £25
Up to 1 hr away from Acton, Suffolk	= £50
Up to 1 ½ hrs away from Acton, Suffolk	= £100

- 3.3 All courses are payable 1 calendar month in advance of the course. If a course is booked within 1 month of the session date, payment is required immediately. Payment is accepted via BACS only.



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- 3.4 If a client has an Electric Vehicle (EV) tow car, it is the responsibility of the client to ensure that the vehicle has enough charge for the session. Any time required to charge the EV during the session will be lost. Any charging/waiting time more than 1 hr will result in the session being terminated and the full fee still payable.
- 3.5 Felicity's Driver Training has the right to cancel a course if payment and requested information has not been received 7 days before the commencement of the session.
- 3.6 Felicity's Driver Training reserves the right to cancel a training session at short notice or terminate a session if it is suspected that the client may be unfit to drive due to the effects of alcohol, drugs (prescribed or otherwise) or any other condition that would cause their driving to be impaired or illegal. In such circumstances the full course fee will still be payable.
- 3.7 Whilst every care will be taken to ensure training sessions are carried out at the appointed time, all appointments are made on the understanding that Felicity's Driver Training cannot accept responsibility for the postponement of lessons due to mechanical breakdowns, instructor illness or inclement weather conditions or any other reason beyond our control. Every effort will be made to accommodate the client with a new training session at the earliest opportunity. No refund will be issued.
- 3.8 If a session is postponed by the client, for whatever reason, a new session date must be booked by the client within 6 months of the original session date. No refunds will be issued.
- 3.9 If a client is late for a session, the session will still finish at the original time. Lost time cannot be rearranged.
- 3.10 If a client cancels a session the following cancellation fees apply.

21+ days' notice	= full refund
8 - 21 days' notice	= ½ the original course fee
7 days' or less notice	= full course fee is payable

4.0 Entitlement to drive

- 4.1 Clients' must be entitled to drive and hold a valid UK licence for the category of vehicle they are driving. They must be fit to drive in accordance with legal and medical requirements.
- 4.2 Clients' must provide either a printed version of their driving record or a code to enable the licence to be checked by the instructor. Details of the process can be found at <http://www.govuk/view-driving-licence>. This must be completed in advance of the training session.
- 4.3 Clients' must be able to read a number plate from the required distance stated in the Highway Code (20 metres). The instructor will check the client's eyesight, but it is the client's responsibility to ensure that their vision is adequate for general safe driving. Clients are advised to see a qualified optician if in any doubt. Inability to read a number plate at the required distance will result in the session being terminated and the full fee payable.



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5.0 Filming Customers for social media

- 5.1 All clients will be asked for written permission before the commencement of any session. If consent is granted the following will apply;
- 5.1.1 By participating in Felicity's Driver Training activities, events, or services, you grant Felicity's Driver Training and its affiliates permission to film, photograph, or otherwise record you, and to use these images and recordings in any media including, but not limited to, social media, promotional materials, and websites.
 - 5.1.2 Felicity's Driver Training retains the right to use, modify, reproduce, and distribute images and recordings featuring you without any obligation to compensate you.
 - 5.1.3 You grant Felicity's Driver Training a worldwide, royalty-free, perpetual licence to use your name, image, likeness, voice and any other identifiable aspects for social media and promotional purposes.
 - 5.1.4 You release Felicity's Driver Training, its employees, agents, and partners from any claims or liability relating to the use of your image and likeness in accordance with these terms and conditions.
 - 5.1.5 You have the right to revoke this permission at any time by sending written notice to Felicity's Driver Training, 10 Tamage Road, Acton, Sudbury, Suffolk. CO10 0XH, but this revocation may not affect uses of your image and likeness prior to the notice.
 - 5.1.6 Felicity's Driver Training will make reasonable efforts to protect your privacy and sensitive information but cannot be held liable for the actions of third parties who may access and use the images and recordings.
- 5.2 If a client expressly denies permission, no filming, photography or recording of a client in any form will occur.

These conditions do not affect any protection a client has under consumer legislation.

Felicity's Driver Training reserves the right to change or alter any of the terms and conditions without notice but will endeavour to inform clients of any changes as soon as practicable.