

Douglas Learner Drivers School of Driving

Terms & Conditions as of 1st January 2026

Bookings & Cancellations

We advise all clients to speak with us by text/whatsapp or call on 07375384233 to make or amend a booking to ensure pick-up/drop-off is viable within the time. Please check Facebook/Instagram to ensure we are in your area on specific days.

We reserve the right to amend driving lessons if we are unable to keep the appointment in the event of pre-booked driving tests, mechanical breakdown, sickness, pre-booked holidays or due to immovable traffic. We will work with you to rearrange any cancellations we are responsible for within 5 days. Lesson/payment reminders will be sent via the app/text message 48hrs prior to your lesson.

At least 48 hours notice is requested to cancel pre-booked driving lessons, or you will be required to pay for late cancellations. We understand that circumstances can be unforeseen and will work with you to avoid this. In the rare case of continuous late cancellations we may not commence lessons unless payment for cancellations is made, or payment for future lessons is made in advance.

Practical Driving Tests

Before booking practical Driving Tests, an ADI reference number will be supplied to confirm the readiness of the student driver's ability for test and for use of the Driving School vehicles. We reserve the right to withhold the use of the Driving School vehicle if we feel the test is premature.

Payment for all tests and lessons on the day must be made 24hrs in advance.

Gift Vouchers

Gift vouchers have a 12 week expiry from date of purchase unless otherwise arranged prior to purchase.

Block Bookings

Block bookings of 10 hours are a discounted rate for the 10 hour block. 10 hour blocks must be completed within 10 weeks, hours unused are non-refundable.

The discounted rate is only applicable for the 10 hour block booking, any additional hours will revert to the normal hourly rate.

