

FINAL EE FOCUSED INTENSIVES LTD

Student Terms and Conditions for Intensive Courses

Updated: June 2026

All bookings are accepted on the strict understanding that the student has read, understood and accepted the Terms and Conditions outlined below.

By booking a course of driving lessons with Final ee Focused Intensives Ltd, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

Definitions

- "You" / "Student" means the person named on the booking form.
- "We", "Us", "Our", "The Driving School" means Final ee Focused Intensives Ltd.
- "Instructor" / "Your Instructor" means a self-employed DVSA Approved Driving Instructor (ADI) or Potential Driving Instructor (PDI) allocated to provide driving tuition on behalf of Final ee Focused Intensives Ltd.

1. Student Information

Students must provide accurate and complete information regarding:

- Previous driving experience.
- Theory test pass status.
- Previous practical driving test attempts.
- Any medical conditions, disabilities, endorsements, restrictions or circumstances that may affect driving tuition or testing.

Failure to provide accurate information may affect course suitability and the ability to provide appropriate tuition.

2. Course Payments

Full payment is required to secure an intensive course booking.

Courses of 20 Hours or More

- A deposit (amount dependent on course duration) is payable at the time of booking.
- The remaining balance must be paid no later than 14 days before the course start date.

Courses Under 20 Hours

- Full payment is required at the time of booking.

Payments must be made using the payment link or method provided by Final ee Focused Intensives Ltd.

Failure to pay the balance by the due date may result in cancellation of the course and loss of the booking.

3. Cooling-Off Period

Students are entitled to a 14-day cooling-off period following the booking and payment of a course.

If you wish to cancel within this period, all monies paid will be refunded using the original payment method.

Cancellation requests must be submitted in writing to:

final.ee@yahoo.com

4. Bookings Made Within 14 Days

Where a course is booked to commence within 14 days of the booking date, the cooling-off period does not apply and the booking is deemed confirmed immediately.

5. Practical Driving Tests and DVSA Booking Rules

In accordance with current DVSA regulations, students are responsible for booking and managing their own practical driving tests.

Final ee Focused Intensives Ltd and its instructors may provide advice and guidance but cannot undertake test management on behalf of students.

5.1 Driving Test Bookings

From 12 May 2026, only the learner taking the test may:

- Book a practical driving test.
- Change a practical driving test.
- Cancel a practical driving test.
- Swap a practical driving test with another learner.

Students should always check instructor availability before booking a practical driving test.

5.2 Changes to Driving Test Appointments

Under DVSA regulations effective from 31 March 2026, students may make a maximum of two changes to an existing practical driving test booking.

Changes include:

- Test date changes.

- Test time changes.
- Test centre changes.
- Test swaps with another learner.

After two changes have been used, the student must cancel the booking and make a new test booking.

Any associated costs remain the responsibility of the student.

5.3 Test Centre Restrictions

From 9 June 2026, DVSA restrictions limit practical test centre changes.

Students may only move their test to:

- One of the three nearest test centres to the currently booked test centre; or
- The original test centre booked on that appointment.

Final ee Focused Intensives Ltd accepts no responsibility where DVSA restrictions prevent changes to a preferred location.

5.4 Instructor Availability

Whilst every effort will be made to accommodate practical test bookings, instructor and vehicle availability cannot be guaranteed.

Students must obtain confirmation from their instructor before finalising any practical driving test booking.

Where a student books a practical test without consultation and suitable instructor or vehicle availability cannot be provided, the driving school shall not be liable for any resulting losses.

5.5 Test Readiness

Payment for an intensive course does not guarantee that a student will reach test standard within the hours booked or pass any driving test.

The instructor reserves the right to advise a student that they are not ready for test.

Where, in the professional opinion of the instructor, a student has not reached the required standard or presents a safety risk, the instructor may refuse use of their vehicle for the practical driving test.

The instructor's decision regarding the use of their vehicle for a practical driving test is final and non-negotiable.

No refund will be due for missed or postponed practical tests in these circumstances.

6. Lesson Cancellations and Missed Lessons

6.1 Student Cancellations

A minimum of 48 hours' notice is required to cancel or rearrange a lesson.

Lessons cancelled with less than 48 hours' notice may be forfeited without refund.

6.2 Failure to Attend

If a student fails to attend a lesson, arrives significantly late or is unavailable at the agreed collection point, the instructor will wait for a maximum of 15 minutes.

After this period, the lesson will be treated as a non-attendance and no refund or replacement lesson will be offered.

6.3 Instructor Cancellations

Where lessons are cancelled due to instructor illness, emergency, vehicle breakdown or other unforeseen circumstances, every effort will be made to rearrange the lesson.

Where rearrangement is not possible, a refund for the affected lesson time will be provided.

7. Practical Test Vehicle Hire

Use of the instructor's vehicle for a practical driving test is subject to:

- The student being considered test-ready.
- Vehicle availability.
- Possession of a valid driving licence.
- Possession of a valid theory test pass certificate.

The instructor reserves the right to withdraw use of the vehicle where safety concerns exist.

8. Refund Policy

Refunds will only normally be considered where:

- Lessons are cancelled by the driving school and cannot be rearranged.
- An overpayment has been made.
- Exceptional circumstances exist at the sole discretion of Final ee Focused Intensives Ltd.

Refunds will not normally be given for:

- Missed lessons.
- Failed driving tests.
- Additional lessons required beyond the original course.
- DVSA cancellations.

- Practical test amendments made by the student.

Approved refunds will be processed using the original payment method where possible.

9. Course Completion Period

All course hours must be completed within six months of the original course start date unless otherwise agreed in writing.

Unused hours resulting from non-attendance, repeated cancellations, lack of availability or failure to respond to communications may be forfeited after this period.

10. Instructor Allocation

Final ee Focused Intensives Ltd reserves the right to allocate, substitute or change instructors as necessary.

Whilst every effort will be made to accommodate preferences, no guarantee can be given regarding allocation of a specific instructor.

11. Behaviour and Conduct

Students are expected to behave respectfully towards instructors, staff, examiners and other road users.

Tuition may be terminated immediately without refund where a student:

- Uses abusive, threatening or discriminatory language.
- Is under the influence of alcohol or drugs.
- Engages in unsafe conduct.
- Causes deliberate damage to vehicles or property.

12. Fitness to Drive

Students must ensure they are fit to drive before every lesson.

Students must inform their instructor of any:

- Medical condition.
- Injury.
- Medication.
- Change in eyesight.
- Licence suspension, endorsement or restriction.

The instructor reserves the right to refuse a lesson where safety concerns exist.

13. DVSA Cancellations and Force Majeure

Final ee Focused Intensives Ltd shall not be liable for cancellations, postponements, interruptions or delays caused by circumstances beyond its reasonable control, including:

- DVSA test cancellations.
- Severe weather.
- Road closures.
- Vehicle breakdowns.
- Traffic incidents.
- Industrial action.
- Public health restrictions.
- Government intervention.

Where possible, lessons affected will be rearranged.

14. Dashcams and Recording Devices

Tuition vehicles may be fitted with dashcams or other recording devices for safety, training, insurance and legal purposes.

By undertaking tuition, students acknowledge and consent to such recordings being made.

Recordings will be handled in accordance with applicable data protection legislation.

15. Personal Data

Final ee Focused Intensives Ltd will process personal information in accordance with UK data protection legislation.

Information provided by students will be used solely for purposes relating to:

- Driving tuition.
- Course administration.
- Driving test preparation.
- Legal and regulatory requirements.

Personal information will not be sold to third parties.

16. Complaints Procedure

Any complaint should first be raised with the instructor.

If the matter cannot be resolved, complaints should be submitted in writing to:

final.ee@yahoo.com

Complaints will be investigated and responded to within a reasonable timeframe.

17. Acceptance of Terms

By booking an intensive driving course with Final ee Focused Intensives Ltd, the student confirms that they have read, understood and accepted these Terms and Conditions in full.

These Terms and Conditions constitute the entire agreement between the student and Final ee Focused Intensives Ltd.