



Al-Rida Driving School  
Huddersfield Road, Dewsbury, WF13 3JR  
Email: Admin@al-ridadivingschool.com  
Phone: 07897 559 559

## CANCELLATION & RESCHEDULING POLICY

Effective Date: 10 October 2025

### 1. Driving Lesson Cancellation & Rescheduling

All students of Al-Rida Driving School must adhere to the following policy when cancelling or rescheduling a booked driving lesson:

- 48 Hours or More Notice: NO CHARGE. The lesson will be rescheduled at no cost.
- Less than 48 Hours Notice: The FULL lesson fee is immediately payable.
- Non-Attendance ("No Show"): The FULL lesson fee is immediately payable.

How to Cancel a Lesson:

Cancellations must be made by contacting the instructor or the school directly via phone (07897 559 559) or email (Admin@al-ridadivingschool.com). A cancellation is only confirmed once you receive acknowledgement from the instructor.

Why We Require 48 Hours' Notice:

The 48-hour minimum notice is essential as it provides the instructor with a reasonable opportunity to fill the cancelled slot with another student, preventing a loss of income.

### 2. Payment for Late Cancellations

- Payment Due: In the event of a late cancellation (less than 48 hours' notice) or non-attendance, the full lesson fee is immediately due.
- Suspension of Lessons: The instructor reserves the right to suspend any future booked lessons until the outstanding cancellation fee has been paid in full.
- Block Bookings: If a pre-paid block booking is used for the cancelled lesson, the corresponding lesson hours will be deducted from the remaining balance at the standard lesson rate.

### 3. Instructor Cancellation

Lessons may occasionally be cancelled or postponed by the instructor due to circumstances beyond their control (e.g., vehicle breakdown, instructor illness, or adverse weather).

In such an event:

- The instructor will notify the student as soon as possible.

- Any pre-paid fees for the cancelled lesson will be credited in full, and a replacement lesson will be scheduled at the earliest convenient time.
- Al-Rida Driving School accepts no liability for any costs incurred by the student as a result of the instructor having to cancel the lesson at short notice.

## Terms of Business (Summary)

### A. Fitness to Drive

The instructor reserves the right to cancel a lesson if they believe the student is unfit to drive (e.g., due to alcohol or drugs). In such cases, the lesson will be cancelled, and the full lesson fee will be payable.

### B. Punctuality

The instructor will wait for a maximum of 15 minutes. If the student fails to arrive within this time, the lesson will be abandoned, and the full lesson fee will be chargeable. The lesson will still conclude at the originally scheduled finish time.

### C. Use of Vehicle for Practical Test

The instructor reserves the right to withhold the use of the training vehicle for the practical driving test if the student is not deemed to be at the required standard for a safe and competent driver.

### D. DVSA Test Cancellation

If the DVSA cancels the practical test, the student should follow the DVSA's guidance to claim compensation for any lost lesson and car-hire fees. The driving school is not responsible for fees lost due to a DVSA cancellation.

By booking a driving lesson with Al-Rida Driving School, the pupil agrees to be bound by these terms and conditions.