DIRECT DRIVE HUB

Terms & Conditions | WE ARE THE DRIVING TUITION EXPERTS

Effective 23 October 2026 | Final agreed draft 2026.3

For manual and automatic learner lessons, refresher and motorway tuition, and practical-test vehicle arrangements.

1. Scope, instructor and acceptance

1.1 Services

These terms apply to driving tuition arranged through Direct Drive Hub (DDH), including manual and automatic learner lessons, refresher and motorway tuition and agreed practical-test vehicle bookings.

1.2 Individual instructors

DDH operates as an agent for individual driving instructors. Each instructor manages their own pupils, lesson arrangements, payments and refunds. The identity of the instructor providing tuition will be made clear to the pupil. Nothing in these terms excludes any legal responsibilities.

1.3 Accepting the terms

Pupils using Total Drive must read and electronically accept the current Terms & Conditions through the app. Pupils not using Total Drive will receive the terms by email and must sign and return them electronically before tuition begins. Updated terms apply to existing pupils only once validly agreed, subject to applicable law.

2. Payments, cancellations and holidays

2.1 Payment

Lesson fees may be paid by bank transfer or debit/credit card. Bank transfer payments must be received before the scheduled lesson begins unless otherwise agreed with the instructor. Card payments may be made directly to the instructor in the tuition vehicle during the scheduled lesson. Cash is not accepted. Total Drive is not used to collect payments. Lesson prices are confirmed by the instructor. DDH does not offer prepaid lesson packages or block-booking discounts.

2.2 Cancelling a lesson

A confirmed lesson reserves the instructor's time exclusively for the pupil. Every pupil-cancelled appointment will be advertised as a "Lesson Gap" through Total Drive, regardless of the notice given. If another pupil books and takes that appointment, the original pupil is not charged. If it remains unfilled, the instructor may recover reasonable financial loss arising from cancellation, up to the agreed lesson fee, taking account of costs saved and other relevant circumstances. This is not an automatic penalty and statutory rights remain unaffected.

2.3 Non-attendance

Where a pupil does not attend a confirmed appointment, the same principles on reasonable losses and mitigation apply. The instructor may advertise any remaining available time as a Lesson Gap.

2.4 Planned holidays

Once in any rolling six-month period, pupils may arrange up to two scheduled lessons off without charge for a holiday or planned absence, provided at least one calendar month's notice is given (date-to-date) and the dates are agreed with the instructor. For example, notice given on 10 October permits an absence beginning 10 November. Other cancelled appointments follow clause 2.2.

2.5 Instructor cancellation

If the instructor cancels a lesson, no fee is due for tuition not provided; any payment already made for that tuition will be refunded or credited as agreed.

3. Weekly slots and lesson arrangements

3.1 Reserved weekly lesson

A regular weekly slot is reserved for the pupil while tuition continues, subject to other pupils' practical tests (including short-notice tests), breakdown, instructor illness and reasonable unforeseen circumstances. The instructor will give notice and rearrange where practicable; no charge applies where the instructor cancels.

3.2 Pupil lateness

The instructor will wait up to 15 minutes at the agreed collection point. If the pupil has not arrived or contacted the instructor, the instructor may leave. Any charge is assessed under clause 2.2. If the pupil contacts the instructor to say they are late, the remaining booked time may be used; the lesson is not extended and the agreed lesson fee remains payable.

3.3 Collection and drop-off

Changes require prior instructor agreement, must be within a reasonable area of the original location and may reduce available driving time. The instructor decides whether a proposed change is practical.

3.4 Instructor lateness

If running more than 10 minutes late, the instructor will contact the pupil. Lost tuition time will be made up by extending the lesson where possible or adding time to a future lesson.

3.5 Total Drive

Using Total Drive is optional. It may display appointments, reminders, progress and Lesson Gaps but is not a payment service. Pupils without the app must keep their own record of agreed lessons. Reminders are a courtesy; cancellation requests must be communicated directly to the instructor and acknowledged.

4. Driving tests

4.1 Test bookings

Pupils are responsible for booking and managing theory and practical tests using the official DVSA service. They must check instructor availability before booking or voluntarily changing a practical test and promptly tell the instructor about changes. DDH cannot guarantee vehicle availability for an unapproved booking. The DVSA normally requires at least 10 full working days' notice to change or cancel a car practical test without losing the test fee. Pupils must check their booking before attending to ensure that the DVSA has not cancelled, postponed or changed the test date, time or location.

4.2 Readiness and car use

The instructor has the final safety decision about whether their vehicle may be used for a practical test. They may decline where the pupil has not demonstrated a safe, competent and independent standard. Pupils are responsible for paying their driving test fees directly to the DVSA. DDH and its instructors do not collect or process DVSA test fees. Any responsibility for losses is subject to statutory rights.

4.3 Practical-test vehicle charge

The agreed charge for the instructor's vehicle and time is the instructor's current double-lesson rate. The exact time required is agreed in advance and may include preparation, travel to the centre, vehicle use during the test and return travel. Full payment is required before the test; otherwise the vehicle may not be provided. This instructor charge is separate from the DVSA practical test fee, which the pupil pays directly to the DVSA.

4.4 Instructor or vehicle unavailable

If illness, breakdown or an unforeseen event prevents provision of the agreed test vehicle, the instructor will inform the pupil promptly and make reasonable efforts to assist with alternatives where practical. An alternative is not guaranteed. Fees for services not provided will be refunded; other claims will be considered individually in line with legal rights.

4.5 DVSA cancellation

DDH does not control DVSA cancellations or postponements. If DVSA cancels a test with less than three clear working days' notice, the pupil will be offered the equivalent reserved instructor time as normal driving tuition at the agreed lesson rate, provided road and weather conditions allow safe tuition. Where substitute tuition is declined or cannot safely take place, any charge will be assessed fairly in light of the circumstances, actual loss, costs saved and applicable law. The pupil handles any DVSA refund or expenses claim directly.

4.6 DVSA rescheduled tests

The DVSA may automatically allocate a replacement test date and time without consulting the pupil or instructor. DDH cannot guarantee instructor or tuition vehicle availability for that date, but will make every reasonable effort to accommodate it, subject to existing commitments. The pupil must inform their instructor as soon as the new booking details are received.

4.7 Adverse weather and test confirmation

In adverse weather, including snow, ice, fog, flooding or strong winds, it is the pupil's responsibility to check with the DVSA or test centre whether their test is going ahead. If the test has been cancelled

or postponed, the pupil must inform their instructor immediately. The instructor retains the final decision on whether conditions are safe for a driving lesson.

5. Safety, conduct and vehicle care

5.1 Licence and fitness

Pupils must hold a valid licence entitling them to drive the tuition vehicle, meet the legal eyesight standard (with corrective lenses where required), comply with relevant medical and DVLA obligations and notify the instructor of relevant restrictions or changes. The instructor may check licence and eyesight and decline unsafe or unlawful tuition.

5.2 Illness, alcohol, drugs and medication

Pupils must be fit to drive and must not attend impaired by alcohol, drugs or medication. They should disclose medication that could affect driving. An instructor may stop or refuse an unsafe lesson. Pupil cancellations due to illness are assessed under the cancellation policy and applicable law.

5.3 Conduct

Threats, aggression, harassment, discrimination, sexual misconduct, deliberate damage and refusal to follow essential safety instructions are not accepted. The instructor may end an unsafe lesson and DDH may refuse future bookings. Any charge or loss recovery will be reasonable and lawful.

5.4 Phones and passengers

Phones should be switched off or silent unless agreed for a genuine reason. Handheld use while driving is prohibited; urgent calls must wait until safely stopped. No passengers, including family members, friends or partners, may accompany the pupil during tuition.

5.5 Vehicle care

No smoking, vaping or eating in the vehicle. Bottled water may be consumed while safely stationary; other drinks are not permitted. Pupils must treat the vehicle with care; reasonable evidenced costs arising from deliberate or reckless damage may be recovered where lawful.

5.6 Photography and recordings

DDH only occasionally takes photographs or makes video/audio recordings for training or promotion, with the pupil's prior informed permission. Separate express permission is sought before identifiable material is used publicly, including test-pass photographs. Declining consent does not affect tuition. Material is securely held, periodically reviewed and deleted when no longer required. Further details appear in the separate privacy notice and optional consent form. Pupils must ask before recording their instructor.

6. Ending tuition and complaints

6.1 Ending regular lessons

Pupils may end regular tuition by telling their instructor; there is no compulsory notice period. Their reserved weekly appointment is released immediately and may be offered to another pupil. Returning pupils are subject to current availability and cannot reclaim a previous slot automatically. Any previously confirmed lessons cancelled remain subject to clause 2.2.

6.2 Passing the test

Passing the practical driving test automatically ends regular learner lessons, without notice or charges for future lessons. Fees for services already provided remain payable. Any further motorway or refresher tuition is arranged separately.

6.3 Withdrawal of weekly appointment

DDH may withdraw a regular appointment following repeated cancellations, non-attendance, unpaid lawfully due fees or serious/repeated breaches. Immediate withdrawal may be appropriate for serious misconduct; other cases will be handled fairly with appropriate communication.

6.4 Complaints

At Direct Drive Hub, we aim to provide professional, friendly and high-quality driving tuition. If a pupil has a concern or complaint about their driving lessons, they should first discuss the matter with their driving instructor, who will make every reasonable effort to resolve it. If the matter cannot be resolved satisfactorily, the pupil may contact Direct Drive Hub directly. All complaints will be treated seriously, fairly and professionally, with the aim of reaching a satisfactory resolution. Nothing in this procedure affects the pupil's statutory consumer rights.

7. Contact and acknowledgement

Direct Drive Hub | 07535 875879 | dtclubley@gmail.com

Pupils using Total Drive acknowledge acceptance electronically through the app. Pupils not using Total Drive receive these Terms & Conditions by email for electronic signature. DDH retains a digital record of acceptance.

Electronic acceptance record: pupil name, date, signed document or app acceptance log.

For queries about these terms, contact DDH using the details above.

PUBLICATION CHECK: This document records the wording agreed with DDH. Obtain an appropriate review of consumer-law and data-protection provisions before publishing, and provide a separate privacy notice.