

Welcome to Learn Driving UK Driving School and thank you for booking your lessons with us. We are committed to providing you with the very best service possible.

Your Driving Instructor is very experienced at teaching drivers at all levels, but especially guiding learner drivers through to a successful driving test pass. You should feel confident that your lessons with us will be professional, exciting, and positive.

If you can't contact your instructor for any reason, please call **the office on 07480 773123** or email at: info@learndrivinguk.co.uk and someone will deal with your enquiry. Our office hours are Monday, Wednesday, Thursday 9.30 am to 5pm & Tuesdays 9.30am to 2pm.

May we take this opportunity to highlight these important points:

- If you wish to rearrange or cancel your driving lesson, please be aware that we have a **48-hour notice cancellation policy**. Your pre-paid lesson fee will be lost, for any lessons booked, if less than 48 hours' notice is given. This will be enforced so please let your instructor know if you can't make your lesson (as soon as possible) Thank you.
- Please take time to read the Instructor Code of Conduct, and the Learn Driving UK Mission Statement, explaining the standards you can expect from your LDUK instructor. If, in the unlikely event those standards are not met fully, please call the office on 07480 773123 or email support@learndrivinguk.co.uk as soon as possible.
- At Learn Driving UK, we make it easy and affordable to prepare for your driving theory test. For just **£10**, you can get **unlimited access to professional online theory test software**, designed to help learner drivers pass with confidence.

Once you have paid and signed up, **Helen will personally give you full access** to the theory test software so you can start learning straight away. There are no limits on usage, meaning you can practise as often as you like, anytime and anywhere, on your phone, tablet, or computer.

Thank you once again for booking your driving course with LDUK. We wish you every success and look forward to helping you achieve a positive and successful driving experience with us. Safe driving!

Phil & Helen Hirst Directors

Learn Driving UK

Learn Driving UK LTD Mission Statement

The purpose of Learn Driving UK is to provide high quality driver education in combination with unrivalled customer service. Key Objectives:

- We will distinguish ourselves from competitors by providing excellent and unrivalled customer services.
- Learn Driving UK is a family run driving school and we endeavour to answer your calls as soon as possible. Office hours are Monday, Wednesday & Thursday 9.30am to 5pm & Tuesdays 9.30am to 2pm. Your driving instructor can be contacted direct. Please enter their contact number into your phone.
- Instructors will endeavour to arrive at your appointed lesson time at least 90% of the time or offer an apology. This is not always possible due to traffic conditions and unforeseen situations.
- Instructors will offer an interactive recap of your previous lesson to set the base line for tuition.
- Instructors will agree firm aims and objectives for your current lesson with you, so you are in no doubt as to the purpose of the lesson and what you are trying to achieve from the session.
- Instructors will teach in a non-confrontational manner at all times.
- Instructors will offer feedback and encouragement throughout your lessons linked to specific areas of development.
- Instructors will interactively summarise the lesson, so you are fully aware of your strengths and weaknesses and whether the objective was achieved.
- Instructors will endeavour to reply to text messages and calls from you as soon as possible and, at the very least, the same day.
- Instructors will keep the tuition vehicle in a clean and tidy condition that reflects the branding and professional image of the driving school.
- Instructors will ensure that their personal hygiene is of the highest standard.
- Instructors will discuss our pricing structure with you, making sure you are on the best deal possible.
- If you have a complaint for any reason, please call 07480 773123 or email support@learndrivinguk.co.uk We will aim to respond within 24 hours. Thank you.