

Limitless Driving Tuition Ltd

Terms and Conditions

Version 1.0. In force from 20 August 2026.

These terms explain what you can expect from your driving lessons, and what we expect from you. Please read them before your first lesson. If anything is unclear, ask.

By booking a lesson, you are agreeing to these terms.

The important bits, in short

This summary is here to help. It does not replace the full terms below, and if the two ever disagree, the full terms are the ones that count.

- **Your lessons are with your instructor, not the school.** Limitless instructors are self-employed. Clause 1.
- **Pay in advance.** You need to be at least one lesson ahead at all times.
- **48 hours notice to cancel**, or you pay for the lesson. We waive it if we can fill your slot.
- **We wait 15 minutes.** After that we leave and the lesson is charged.
- **Bring your licence to lesson one.** Without it, we legally cannot teach you.
- **10% of every payment is a non-refundable deposit.** The rest is refundable.
- **Block bookings are discounted on the basis you use the whole block.** If you stop part way through, the lessons you have taken are recharged at the standard £50 rate before any refund is worked out. See clause 8.
- **If we cancel, you are never charged**, and we rearrange free.
- **Tell your instructor as soon as you have a test date.** Clause 9.
- **Your instructor decides whether to provide the car for your test.** That is a safety judgement, and we will always explain it.
- **Pass photos are optional.** Posing for one and agreeing to it being used in our advertising are separate choices. Clause 14.
- **Something wrong?** Talk to your instructor, then email us. Clause 15.

1. Who we are, and who you are contracting with

1.1 Limitless Driving Tuition Ltd is a company registered in England and Wales. Company number 16208978. Registered office: 2 Station Road, Brundall, Norwich, Norfolk, NR13 5LA.

1.2 Who teaches you. Your lessons are taught by a self-employed driving instructor who works with Limitless Driving Tuition Ltd as a sub-contractor.

1.3 Who you are contracting with. Your agreement for lessons, and any money you pay for them, is between you and your instructor. Limitless Driving Tuition Ltd does not hold your lesson payments and is not responsible for refunding them. Refunds are dealt with by your instructor under clause 8.

1.4 Your instructor's registration. Every instructor is registered with the DVSA and holds either a green badge, which means a fully qualified Approved Driving Instructor, or a pink badge, which means a licensed trainee instructor. The badge is displayed in the windscreen and you are welcome to look at it. You will be told which before your first lesson.

1.5 Words we use. "Your instructor" and "we" mean the instructor teaching you. "You" means the person taking the lessons, or the parent or guardian paying for them if that person is under 18.

2. Before your first lesson

2.1 Your licence. You must hold a valid UK provisional or full driving licence and show it to your instructor at the start of your first lesson. We can accept your photocard licence, or a DVLA online licence check code if you generate one at the roadside.

2.2 If you cannot show your licence, the lesson cannot legally go ahead. It will be charged in full, because the time was set aside for you and cannot be given to anyone else at that notice. Please check before you leave the house.

2.3 Your eyesight. By law you must be able to read a modern number plate from 20 metres. Your instructor may ask you to do this at your first lesson. If you cannot, lessons cannot go ahead until your eyesight is corrected, and you must tell the DVLA.

2.4 Things you must tell us before your first lesson. You must tell us about:

- any medical condition you are required to declare to the DVLA
- any medication you take that could affect your driving
- any disability or condition for which you may need adaptations or adjustments
- any driving convictions, penalty points, pending prosecutions or previous disqualification
- any unspent criminal conviction that could affect the safety of your instructor

We ask because your instructor is legally responsible for the car and for your safety while you are driving, and because the insurance depends on this information being accurate.

2.5 If you do not tell us and it turns out you cannot legally drive, lessons will stop immediately. Any prepaid hours you have not used will be refunded under clause 8, less the cost of any lesson that could not go ahead.

2.6 Fitness to drive. You must not attend a lesson if you are under the influence of alcohol or drugs, including prescription or over the counter medicine that affects your ability to drive safely. If your instructor reasonably believes you are, the lesson will not go ahead and will be charged in full.

3. Booking lessons, and your right to change your mind

3.1 How to book. Book directly with your instructor, or through Limitless. We recommend speaking to us by phone or email before making any payment online, so availability and price can be confirmed first.

3.2 When your booking is confirmed. Your agreement starts when your instructor confirms your booking, not when you send payment.

3.3 Your 14 day right to change your mind. If you booked online, by phone, by email, or anywhere other than at business premises, the law gives you 14 days from the day your booking is confirmed to cancel for any reason. You do not have to give a reason. Just tell your instructor in writing, or email Admin@limitlessdrivingtuition.co.uk.

3.4 If you have already had lessons in those 14 days. If you asked to start lessons before the 14 days were up and you then cancel, you pay for the lessons you have already taken, charged at the standard pay as you go rate. Everything else is refunded in full, including the 10% deposit.

3.5 When this right ends. If all of the lessons you booked are delivered within the 14 day period, at your request, the right to change your mind no longer applies to those lessons.

3.6 How you are refunded. Using the same method you paid with, within 14 days of you telling us you want to cancel.

4. Prices and payment

4.1 Our prices. Current prices are on our website at www.limitlessdrivingtuition.co.uk and will be confirmed to you in writing before your first lesson. At the date of these terms, the pay as you go rate is £50 an hour and the discounted 10 hour block rate is £42 an hour.

4.2 Payment in advance. Lessons are paid for in advance. You must be at least one lesson ahead at all times. Lessons are not provided on credit.

4.3 Block bookings. Block bookings are charged at a reduced hourly rate. **That discount is given on the basis that the whole block is used.** If you stop part way through a block, clause 8 explains how the refund is worked out.

4.4 Deposits. If a deposit is asked for, it is put towards the cost of your first lessons. It is not an extra charge, and it is dealt with under clauses 3 and 8.

4.5 If prices go up. You will get at least 30 days notice in writing. Hours you have already paid for are honoured at the price you paid. If you do not want to continue at the new price, you can cancel and your unused hours will be refunded under clause 8 and the 10% deposit will not be retained.

4.6 If payment is not made. Lessons are booked on the basis that they are paid for in advance. If payment has not been made, any lessons held for you will be removed from your instructor's diary and the time offered to other pupils. Your instructor will tell you before this happens. You are welcome to book again once payment is up to date, subject to availability.

4.7 Paying safely. Bank details will be confirmed to you in writing at the start. Please never send money to any other account, even if you receive a message that appears to come from us asking you to. If you receive a message like that, phone 07300 220 166 to check. Always ask for a receipt for cash payments.

4.8 Gift vouchers. Vouchers are valid for 6 months from the date of purchase. They can be exchanged for lessons but not for cash.

5. How lessons work

5.1 Your lesson time. Your lesson starts at the agreed time and ends at the agreed time. Time spent driving to and from a suitable training area is part of your lesson, because you are driving and being taught during it.

5.2 Where we meet you. A pick up and drop off point will be agreed with you. It needs to be somewhere safe and legal to stop, and within a reasonable distance of your instructor's normal working area.

5.3 If you are late. Your instructor will wait at the agreed place for 15 minutes. If you have not arrived and have not made contact by then, your instructor will leave. The lesson will be charged in full and will not be rearranged free of charge. If you are running late and can still make part of the lesson, call your instructor. The lesson will still end at the agreed time, because the next pupil is waiting.

5.4 In the car. Please switch your phone to silent. Please do not smoke, vape or eat in the car. Passengers are not allowed unless your instructor has agreed in advance.

5.5 Progress. Your instructor will keep a record of your progress and will discuss it with you honestly, including when you are not yet ready for test.

5.6 Motorway lessons. These are only available with a fully qualified ADI in a car with dual controls, and only when your instructor judges you ready.

5.7 Ending a lesson early for safety. Your instructor can end a lesson early if conditions become unsafe, for example fog, ice, flooding, or a fault developing with the car. If that happens you will only be charged for the time you actually had, and the rest will be made up to you free of charge.

5.8 Intensive and semi-intensive courses. Dates, total hours and price will be confirmed in writing before you pay. If you need to move the dates, please give at least 14 days notice, because a large amount of instructor time is blocked out for you. If you cancel with less notice, any days that cannot be filled will be charged, and the balance dealt with under clause 8.

5.9 Refresher lessons. Refresher lessons are available to drivers who already hold a full licence. The same terms apply, other than the clauses about provisional licences and practical tests.

6. If you need to change or cancel a lesson

6.1 Notice. Please give at least 48 hours notice. Tell your instructor directly by phone or text.

6.2 Less than 48 hours notice. The lesson will be charged in full. This is because your slot is reserved for you alone and at short notice it usually cannot be offered to anyone else.

6.3 If the slot can be filled. If another pupil takes the slot, you will not be charged.

6.4 Repeated late cancellations or no shows. If this becomes a pattern, you may be asked to pay for lessons further in advance, or your instructor may decide to stop teaching you. Clause 8 then applies.

7. If we need to change or cancel a lesson

7.1 When this might happen. A lesson may need to be moved because of instructor illness, a vehicle breakdown or accident, a pre-booked driving test for another pupil, a pre-booked holiday, severe weather, road closures, or traffic conditions that make the lesson unsafe or pointless.

7.2 What happens. You will be told as soon as possible and the lesson rearranged free of charge, at a time that suits you. You will never be charged for a lesson your instructor cancels.

7.3 Instructor holidays. You will get at least 2 weeks notice of planned holidays wherever possible.

8. Refunds and unused hours

8.1 Your statutory 14 day right comes first. If clause 3.3 applies to you, that is how your refund is worked out. The 10% deposit is not retained in that case, because the law does not allow it.

8.2 How refunds work after that. Every payment carries a 10% non-refundable deposit, and block bookings are discounted on the basis that the whole block is used. Clauses 7.3 to 7.5 explain what that means in practice.

8.3 A 10% non-refundable deposit. 10% of every payment you make, whether pay as you go or a block booking, is a non-refundable deposit. It covers the cost of taking the booking and reserving instructor time that could have been offered to someone else. The other 90% is refundable, worked out as below.

8.4 Block bookings. Because the block rate is discounted on the basis that you use the whole block, any lessons you have already taken are recharged at the standard pay as you go rate of £50 an hour before the balance is worked out.

8.5 The calculation, in plain terms.

Step	What happens
Start with	Everything you paid
Deduct	Lessons you have already taken. Block bookings at £50 an hour, pay as you go at the rate you paid
Deduct	The 10% non-refundable deposit
What is left	Your refund

Worked examples on a 10 hour block at £42 an hour, total £420. The deposit is £42.

You have taken 2 lessons. $2 \times £50 = £100$. $£420$ less $£100$ less $£42$. **You get £278.**

You have taken 5 lessons. $5 \times £50 = £250$. $£420$ less $£250$ less $£42$. **You get £128.**

You have taken 8 lessons. $8 \times £50 = £400$. $£420$ less $£400$ less $£42$ comes out below zero. **No refund is due.**

Pay as you go example. You paid £200 for 4 hours and have taken 1. The deposit is £20. $£200$ less $£50$ less $£20$. **You get £130.**

8.6 You will never be asked for more money. If the calculation comes out below zero, the refund is simply nil. Nothing further is owed by you.

8.7 When you get it. Within 14 days of the amount being agreed, using the same method you paid with.

8.8 The deposit is not retained where the refund is because of something your instructor has done, or because of a price increase under clause 4.5.

8.9 Using your hours. Prepaid hours should be used within 6 months. If more than 6 months goes by, get in touch. Your money will not simply be kept, but you may need to be rebooked at the prices current at that time.

9. Your driving test

9.1 Theory test. Booking and passing your theory test is your responsibility.

9.2 Booking your practical test. Booking your test is your responsibility. **You must tell your instructor as soon as you have a test date.** They need to know so they can plan your remaining lessons, and so the car can be reserved for the day if you want to use it.

9.3 If you book a test without telling your instructor. You are free to book a test whenever you like. But if your instructor does not know about it, they are not obliged to provide the tuition car, to accompany you, or to fit in a pre-test lesson, and none of those can be arranged at short notice. Any lessons already in your diary that you no longer want are charged under clause 6 in the normal way. Unused prepaid hours are refunded under clause 8.

9.4 DVSA fees. The DVSA test fee is yours to pay and cannot be refunded by us in any circumstances, including if you cancel late, do not attend, or the DVSA cancels the test.

9.5 Using the tuition car for your test. There is a charge for this, which covers your warm up lesson, driving to and from the test centre, and the time the examiner has the car. The current charge is on our website at www.limitlessdrivingtuition.co.uk and must be paid before test day.

9.6 When the car may be withdrawn. Your instructor may decline to provide the car, or ask you to move your test date, if they do not consider you ready for test, if your licence is not valid, or if the car is unavailable because of a breakdown or accident. The reason will be explained to you in writing and you will be given as much notice as possible. Your prepaid hours remain available for you to use. If you decide to stop lessons instead, clause 8 applies.

9.7 If you take the test in your own car against advice. That is your decision to make. The tuition car and instructor will not be provided, and your instructor cannot be responsible for the outcome. Any unused prepaid hours are dealt with under clause 8.

9.8 On test day. Bring your photocard licence and your theory test pass details. Without them the DVSA will not let the test go ahead and will not refund the fee.

10. Behaviour, safety, and ending the arrangement

10.1 What we expect. Mutual respect. Your instructor will be professional, punctual and honest with you, and the same is asked in return.

10.2 When lessons can be stopped immediately. Your instructor can end a lesson and stop teaching you if you drive dangerously or refuse to follow instructions, if you are under the influence of alcohol or drugs, if you are abusive, threatening or discriminatory towards your instructor or anyone else, if you damage the car deliberately, or if you do not hold a valid licence.

10.3 What happens to your money. Any unused prepaid hours are dealt with under clause 8, less the lesson in progress.

10.4 You can stop at any time. You do not need a reason. Clause 8 sets out how refunds work.

10.5 Adjustments. If you need any adjustment to help you learn, whether that is a disability, a learning difference, anxiety, or anything else, please say. Whatever is reasonable will be done to help.

11. Pupils under 18

11.1 Minimum age. You can start learning to drive at 17, or at 16 if you receive the enhanced rate mobility component of Personal Independence Payment.

11.2 Parents and guardians. If the pupil is under 18, a parent or guardian must read and accept these terms and will be the person responsible for payment. Refunds are made to whoever paid.

11.3 Sitting in. A parent or guardian is welcome to sit in on a lesson if the pupil would prefer. Please arrange it with the instructor beforehand.

11.4 Keeping you informed. Progress will be discussed with the parent or guardian who is paying, unless the pupil is 16 or over and asks otherwise.

12. Changes to your health or licence

12.1 Tell your instructor as soon as possible if anything changes with your health, medication, eyesight, licence or driving record.

12.2 Telling the DVLA about a notifiable medical condition is your legal responsibility.

12.3 If your licence is revoked or suspended, lessons must stop. Unused hours are dealt with under clause 8.

13. Insurance and accidents

13.1 Cover. Tuition cars are insured for driving tuition with a qualified instructor present and dual controls fitted.

13.2 You are covered while driving during a lesson, provided you hold a valid licence, you are not under the influence of alcohol or drugs, and you are following your instructor's instructions.

13.3 If there is an incident. You will not be asked to pay the insurance excess for damage that happens during a normal lesson. Learning to drive involves mistakes and they are expected. You may be asked to contribute towards the excess only where the damage was caused deliberately, or by refusing to follow a clear instruction from your instructor.

13.4 What is not covered. The insurance does not cover you driving your own car, or private practice with a friend or family member.

13.5 Fines. Any fixed penalty notice or fine issued in your name is your responsibility.

14. In-car cameras and your information

14.1 Dash cams. Some tuition cars have a forward facing dash cam fitted. It records the road ahead, not the inside of the car, and there is no camera pointing at you. Footage is used for insurance and for road safety only. It is kept for 30 days and then deleted, unless it is needed for an insurance claim or a police investigation.

14.2 Your information. Your personal information is used to arrange and deliver your lessons and to meet legal obligations. It is not sold or passed to anyone else for marketing.

14.3 Pass photographs. If you pass your test, your instructor may ask to take a photograph of you with the car. Having the photograph taken and having it used in our advertising are two separate things, and you can agree to one without the other. Your instructor will ask you at the time and will record your answer.

14.4 If you agree to advertising use, the photograph may appear on our website, on our social media, and in printed material such as leaflets and vehicle graphics. Your full name will not be used unless you agree to that as well.

14.5 Changing your mind. You can withdraw your permission at any time, without giving a reason, by emailing Admin@limitlessdrivingtuition.co.uk. The photograph will be removed from our website and social media promptly. Material that has already been printed and handed out cannot be recalled.

14.6 If you are under 18, your parent or guardian also needs to agree before a photograph of you is used in our advertising.

14.7 If you are unhappy with how your information has been handled, tell us first. You can also complain to the Information Commissioner's Office at ico.org.uk.

15. If something goes wrong

15.1 Talk to your instructor first. Most things can be sorted out quickly and directly.

15.2 If that does not resolve it, email Admin@limitlessdrivingtuition.co.uk with your name, your instructor's name, and what has happened. You will get an acknowledgement within 3 working days and a full response within 14 days.

16. Limits on responsibility

16.1 Your instructor will teach you with reasonable care and skill.

16.2 Nothing in these terms limits responsibility for death or personal injury caused by negligence, for fraud, or for anything else that cannot legally be limited.

16.3 Passing your test is not guaranteed. It depends on you, on the examiner's judgement, and on the conditions on the day. No refund or compensation is due if you do not pass.

16.4 Losses beyond the lessons themselves. Your instructor is not responsible for losses that were not reasonably foreseeable when you booked, or for any loss connected with a business, trade or profession. This includes loss of earnings, a missed job offer, travel or insurance costs, and the cost of rebooking a driving test.

16.5 Nothing in these terms affects your legal rights as a consumer.

17. General

17.1 Changes to these terms. These terms may be updated from time to time. The version that applies to you is the one in force when you booked, unless you are told otherwise. If a change affects hours you have already paid for, you will get 30 days notice and can cancel and take a refund under clause 8.

17.2 Events outside our control. Your instructor is not responsible for failing to deliver lessons because of something genuinely beyond their control, such as extreme weather, fuel shortages, or government restrictions. Lessons will be rearranged, or dealt with under clause 8.

17.3 Keeping in touch. Please keep your phone number and email address up to date. The most recent details you have given will be used.

17.4 If part of these terms is found not to be enforceable, the rest of them still applies.

17.5 Which law applies. These terms are governed by the law of England and Wales.

18. Contact us

Phone: 07300 220 166

Email: Admin@limitlessdrivingtuition.co.uk