

Topham Drive
29/06/2020 - COVID-19 Terms and Conditions 2020



The measures Topham Drive have put in place are now part of our contract terms and conditions with our pupils and their Parent / Guardians.

1) Lesson times.

1a) Due to wearing face masks the lessons will be hot and completely different from what we are used to so Topham Drive has changed its times to allow the cleaning of the car and for me to have refreshment breaks in between lessons.

1b) Topham Drive will only offer 1.5-hour CAT- B driving lessons, and which will also include training outside of the car to ensure we both get fresh air and be able to have a drink. The windows will be open during lessons and we are still waiting for an update for the use of Air Conditioning.

1c) New Covid-19 Lesson times (subject to change)

Monday, Tuesday, Wednesday and Thursdays

10.00am - 11.30am

12.30pm - 2.00pm

3.00pm - 4.30pm

5.30pm - 7.00pm

Friday and Saturdays

10.00am - 11.30am

12.30pm - 2.00pm

1d) Lesson times will be monitored the daily lessons and the times are subject to change.

1e) Booking Lessons

Topham Drive will publish all lessons via the Total drive on a first come first serve basis. I will start with restricting to one session a week. Pupils with a test booked will have the priority on bookings.

1f) Pupils must ensure that they keep their Total Drive App updated.

1g) Motorway lessons are by appointment only.

1h) Pass Plus lessons are by appointment only.

2) Pre-Lesson

2a) Contact before the start of every lesson.

2b) All pupils will be contacted via Total drive or Text to ensure that they are fit and well to attend the lesson.

2c) If you or any of your household or people whom you have had contact with are showing any symptoms of COVID-19 then the lesson will be cancelled.

2d) link to NHS Covid-19 symptom check

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

2e) Topham Drive will also screen regularly to ensure that driving lessons can be conducted.

2f) All pupils must pass an eyesight test before starting lessons. All pupils will be asked to read a number plate at 20.5m with or without eyesight correction.

2g) Licence Check – All pupils must supply Topham Drive with a check code and a licence number.

Pupils can obtain a check code via the Licence check www.gov.uk/view-driving-licence. Please obtain a check code and forward it to jon@tophamdrive.co.uk

3) Training Cancellation or Postponement

- 3a) Topham Drive will temporarily suspend the 48-hour notice to cancel or change the lesson if due to COVID-19 Symptoms.
- 3b) Notice to cancel or change a driving lesson will be regularly reviewed and is subject to change.
- 3c) Topham Drive reserve the right to cancel or postpone any training session if the instructor or pupil shows any symptoms of Covid-19.
- 3d) Topham Drive reserve the right to cancel or postpone any training session if there is any doubt of the instructor or pupils fitness to drive.
- 3e) 48 hours notice is still required to cancel or postpone a lesson which is not Covid-19 related.
- 3f) The lesson fee will be charged if any cancellation received less than 48Hours is not Covid-19 related.

4) Pick Up Points

- 4a) Topham Drive will temporarily stop meeting pupils at their College or workplace.
- 4b) If the pupil has been at college or their workplace pupils are requested to go home and shower and wear clean clothes before their lesson. I will collect everyone from their home address.
- 4c) It is recommended that you wash the clothes you were wearing on the driving lesson as soon as you get home.
- 4d) For those pupils living further away that are regularly picked up at locations in Salisbury if you have not been at college or work, I am still happy to meet them at the pickup points as before.
- 4e) If the pupil that regularly is picked up in locations in Salisbury has attended college or work then the pupil is requested to go home and shower and wear clean clothes before your lesson. And collection will be from your home.
- 4f) Pick up points will be regularly reviewed and are subject to change.
- 4g) If the end of lesson drop of point is different from the pickup point, please inform Topham Drive at least 48Hours before the lesson start time.

5) Prices and Offers

- 5a) The hourly lesson rate will be £31.00 per hour.
- 5b) As stated in paragraph 4b normal Cat B driving lessons will only be 1.5 hours so the rate will be £46.50.
- 5c) For a limited time only, Topham Drive will offer a block of 10.5 hours (7 x 1.5hour lessons) for £304.50.
- 5d) This offer is valid from the return to work date.
- 5e) The offer is only valid for 90 days from date of purchase.
- 5f) The offer is non-transferable.
- 5g) Prices will be monitored and are subject to change.
- 5h) The Post Lockdown Offer will expire 27th September 2020.
- 5i) The pupil, parent or guardian agree payment for driving lessons.

6) Lesson and Test Payment

- 6a) BACS
- 6b) iZettle Card contactless Payment in Car.
- 6c) CASH will NOT be accepted.
- 6d) All lessons must be paid for at the time of booking.
- 6e) QuickBooks invoices which you can pay directly by PayPal/Debit or Credit Card.
- 6f) Pay Monthly option via Direct Debit via Go- Card less.
- 6g) The pupil, parent or guardian agrees to pay the lesson fees at the time of booking.
- 6h) All driving lessons must be paid in advance.

7) PPE - Personal Protection Equipment

- 7a) Face Masks - The wearing of face masks will be compulsory for all my pupils unless they have a proven medical reason for not wearing a face mask.
- 7b) Topham Drive will supply all pupils a washable cotton face mask which will be sealed in a bag and given to the pupil Free of charge.
- 7c) Filters will be available to purchase if required.
- 7d) The pupil will keep and must wash the face mask between lessons and if lost or damaged a replacement can be purchased at cost price of £4.00 per mask.
- 7e) The face mask supplied must only be used for driving lessons and the wearing of them outside of training session is prohibited.
- 7f) Pupils may bring their own face mask.
- 7g) Failing to bring a face mask will result in the lesson being cancelled.
- 7h) If a pupil fails to bring a facemask then the lesson fee is still chargeable.
- 7i) If the pupil has been supplied with a face mask from Topham Drive and the pupil fails to bring their face mask and refuses to purchase another facemask then the lesson will be cancelled and the lesson fee is still charged.
- 7j) Gloves - I will not be wearing gloves because I believe we are not in a health care environment and wearing gloves will not protect you or I any more than using hand gel, but again if you would like to that is absolutely fine with me. (I will not be supplying gloves)
- 7k) Hand Washing - Every pupil must hand wash before their lesson in accordance with the NHS advice <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- 7l) Hand Sanitiser - I will always have hand sanitizers in the car. I will invite each pupil to use it before they get in the car and when they leave and in between when needed.
- 7m) Plastic shields must not be worn due to injury that could be caused if an airbag were to detonate. For these reasons, the Dept for Health has advised to look ahead when in conversation and not look at each other.
- 7n) Pupils with any medical conditions that prevent them wearing a face mask are advised not to wear a face shield but to wait to attend driving lessons at a safer date.

8) Training Vehicle

- 8a) Car Cleaning - The car will undergo a full deep clean before I return to work and at the end of every week.
- 8b) Daily Cleaning - I will clean down the inside of the car and external door handles before and after every lesson. The car will also be fitted with wipe clean seat covers.
- 8c) Topham Drive will follow a set routine for cleaning the car.

8d) Topham Drive will be using Isopropyl 70 % alcohol spray to sanitise the car between lessons.

9) Training videos

9a) All training videos remain the property of Topham Drive.

9b) The sharing by a third party of any training videos is strictly prohibited.

9c) Where the pupil is under 18 years of age, all training videos produced by Topham Drive will have the permission of the pupils' parent or guardian.

9d) Where the pupil is under the age of 18 years old, all training videos which are broadcasted will have the permission from the pupils' parent or guardian.

9e) Where the pupil is over the age of 18 permission will be gained before producing any training video.

9f) Where the pupil is over the age of 18 permission will be gained before broadcasting any training video.

10) Driving Test

10a) Topham Drive will continue to book all driving tests.

10b) The driving test booking is controlled and conducted by the Driver Vehicle Standards Agency (DVSA).

10c) All driving tests bookings are subject to cancellation by the DVSA and are out of the control of Topham Drive.

10d) Topham Drive reserve the right to cancel a pupil's test.

10e) Topham Drive will endeavour to provide the pupil with the use of the training car for the driving test.

10f) The use of the training car for the for the test will be charged at a fix 1.5-hour rate.

10g) This amount is not including the DVSA test booking fee and is subject to change.

10h) Topham drive reserve the right to withhold use of its training car if the pupils driving, in the opinion of the instructor is actually or potentially dangerous or is not at the required test standard.

10i) The pupil, parent or guardian agrees to pay the test booking fee and allow Topham Drive to book the driving test.

10j) Topham Drive accepts no liability for any reasons which are outside the control of Topham Drive. Such the training vehicle breakdown or illness which leads to a test being cancelled and loss of test fee.

10k) Topham Drive in any event have no liability for failing to provide the pupil with a training vehicle for the driving test if the pupil has not agreed or complied with any section of the terms and condition.

10l) Topham Drive accepts no liability for any driving test failure.

11) Right to review and amend

11a) The COVID-19 terms and condition will be reviewed and are subject to change.

11b) All pupils, parents and guardians will have notice of any change to the Covid-19 terms and conditions.

11c) Lesson prices will be review and are subject to change. Pupils and Parent will be given notice of any change.

11d) All other terms and condition remain in force and are reviewed regularly.

References if you have been affected by COVID-19

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.samaritans.org/>

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

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