IDRIVE.IM DRIVING TUITION

TERMS OF TUITION & GENERAL CONDITIONS

CEB Ltd t/a iDrive.im | Co. No: 137438C | Isle of Man
Address: 11 Ballagarey Crescent, Glen Vine, IM4 4FA
Tel: 07624 495095 | Email: chris@idrive.im

Regulatory Framework & Code Commitment: iDrive.im is legally registered with and regulated by the Isle of Man Department of Infrastructure (DoI) under the Road Traffic Act 1985 and Motor Cars (Driving Instructors) Regulations 2007. We voluntarily adopt the professional standards of the UK DVSA Code of Practice to ensure the highest level of driving instruction, integrity, and safety.

SECTION 1 – BOOKINGS, PAYMENTS & PRICING

- **Booking Online:** Lessons are booked through our official website (www.idrive.im). Online booking is available only for lessons starting more than 72 hours ahead. For lessons starting sooner, please contact Chris by WhatsApp or phone; payment will be agreed with you at the time.
- **Payment & Confirmation:** Every booking is provisional until payment has been received in full. Payment is due by 23:59 three days before the lesson, by bank transfer or PayPal (details are in your booking email and on the website). Chris checks payments and marks the lesson as paid, and you will then receive an email confirming your lesson. If payment has not been received by the deadline, the slot may be released.
- **Block Booking Terms:** Block booking packages are charged at advertised website rates at the time of purchase. Requests to adjust time slots within a confirmed block package are managed on a best-efforts basis subject to schedule availability.
- **Price Adjustments:** iDrive.im provides a minimum of 1 month's advance notice before adjusting hourly tuition fees. Pre-existing confirmed bookings will be honoured at the original rate.

SECTION 2 – CANCELLATIONS, RESCHEDULING & PUNCTUALITY

- **Pupil Cancellations & Rescheduling:** You can cancel or reschedule up to 72 hours before the lesson starts, using the "Manage Booking" link in your booking confirmation email. Within 72 hours, please contact Chris by WhatsApp or phone; Chris will arrange rescheduling inside that period on a best-efforts basis, subject to availability.
- **Fees:** A lesson that is paid for and then cancelled and rescheduled to another date incurs no charge. A paid lesson cancelled with 48 hours' notice or more and not rebooked will be refunded. A lesson cancelled with less than 48 hours' notice and not rescheduled forfeits the full lesson fee.
- **Instructor Cancellations:** In cases of instructor illness, vehicle breakdown, or severe weather, pupils will be notified as early as possible (via WhatsApp or phone). Cancelled lessons will be rescheduled without financial penalty.
- **Punctuality & Arrival Window:** Your Instructor will wait at the designated pick-up spot for up to 15 minutes. Failure to arrive or establish contact within 15 minutes results in lesson cancellation and fee forfeiture.

SECTION 3 – PROFESSIONAL CONDUCT, MOBILE DEVICES & SAFETY STANDARDS

- **Handheld Mobile Device Zero-Tolerance:** In strict alignment with updated DVSA safety protocols, your instructor will never use a handheld mobile phone or digital device while the tuition vehicle is in motion or during active tuition. Communication occurs strictly when safely parked with the engine off.
- **Professional Boundaries & Environment:** We provide an inclusive, non-discriminatory environment free from harassment. Physical contact is strictly prohibited, save for direct emergency interventions to maintain vehicle control or physical safety.
- **Display of ADI Badge:** A valid Isle of Man Department of Infrastructure Approved Driving Instructor registration badge is displayed in the tuition vehicle at all times during paid instruction.

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SECTION 4 – PRACTICAL DRIVING TESTS & VEHICLE USE

- **Prior Instructor Consent:** Booking an Isle of Man practical driving test does not automatically guarantee vehicle availability. Explicit instructor consent is required prior to securing a test date.
- **Withholding Vehicle:** The instructor reserves the right to withhold the vehicle for a practical test if: the pupil has not attained a safe, test-ready standard of driving; there are outstanding safety concerns or serious breaches of instructor instructions; or there are unverified provisional licence details or outstanding account balances.
- **Test Expenses:** The pupil is responsible for paying official test fees to the IoM vehicle testing authority and settling the standard vehicle hire fee for test duration.

SECTION 5 – FITNESS TO DRIVE & PUPIL OBLIGATIONS

- **Licence Inspection:** Pupils must present a valid Isle of Man Provisional Driving Licence at the commencement of their initial lesson. Tuition cannot proceed without verification.
- **Impairment & Health Standards:** Pupils must be fit to drive safely. Pupils must not be under the influence of alcohol, drugs, or impairing medication. Severe fatigue or illness must be reported immediately. The instructor reserves the right to terminate lessons instantly upon suspicion of impairment, with fees retained.
- **Suitable Footwear & Attire:** Flat, supportive footwear allowing precise pedal control is required. Heavy boots, high heels, flip-flops, or bare feet are prohibited.

SECTION 6 – IN-CAR RECORDING, DATA PROTECTION & AI GOVERNANCE

- **In-Car Recording & AI Summaries:** Each tuition vehicle is fitted with two road-facing dashcams (forward and rear). Both also record audio from inside the vehicle. Recordings are used for road safety, lesson review, incident investigation and insurance protection, and lesson audio is processed using enterprise Google Gemini AI to support skill progress tracking, as described in the Compliance Pack.
- **Compliance Pack Governance:** All recording and data handling are strictly governed by the iDrive.im Compliance & Data Governance Pack. Learners (and parents/guardians for 16–17 year olds) must complete the online Onboarding Form on our website before tuition starts or, if onboarded in person, the signed paper Learner Onboarding & Consent Agreement.
- **Manx Data Protection Alignment:** Personal data is stored and processed under the Isle of Man Data Protection Act 2018 and Applied GDPR framework.

SECTION 7 – DISPUTE RESOLUTION & ESCALATION

- **Complaints Procedure:** We strive to resolve all feedback directly and informally. In the unlikely event that a dispute regarding tuition standards or conduct cannot be settled directly with iDrive.im, pupils may escalate their concern to the Isle of Man Registrar of Approved Driving Instructors at the Department of Infrastructure, Sea Terminal, Douglas. Data protection complaints may be referred to the Isle of Man Information Commissioner.