

Driving Pal

Terms & Conditions

Last updated: September 2026

1. Who we are

Driving Pal is an online booking platform operated by [LEGAL ENTITY NAME], registered at [REGISTERED ADDRESS], Republic of Ireland. You can contact us at [CONTACT EMAIL].

Driving Pal connects learner drivers with Approved Driving Instructors. We provide the booking and payment software. We do not provide driving instruction, we do not employ instructors, and we do not own or insure any vehicle used in a lesson. The lesson is a contract between you and your instructor. We are not a party to it.

2. Accepting these terms

By creating an account, whether as a student or an instructor, you agree to these Terms & Conditions. If you do not agree, do not use the platform. Instructors additionally agree to the sections that apply specifically to them.

3. Who may use the platform

- Students must be at least 17 years of age and hold a valid Irish learner permit at the time of each lesson.
- Instructors must hold a current Approved Driving Instructor (ADI) licence issued by the Road Safety Authority.
- You must provide accurate information and keep it up to date.

We do not independently verify ADI licence numbers, insurance, vehicle roadworthiness or learner permits. Instructors self-declare that their licence is current and their vehicle is roadworthy and insured for the purpose. Students should satisfy themselves of an instructor's credentials, and are entitled to ask to see them.

4. Your account

We sign you in with a single-use link sent to your email address. We do not store passwords. You are responsible for the security of your email account and for anything done through your account. Do not share access with anyone else. Tell us promptly if you believe your account has been used without your permission.

5. What a student pays

The price of a lesson is set by the instructor, not by us, and is shown before you book. We add a booking fee of €1.00 per booking. The total you pay is the lesson price plus the €1.00 booking fee, shown in full before you enter any card details.

The booking fee is our charge for operating the platform. It is non-refundable and is retained by us in all circumstances, including where a lesson is cancelled or refunded, except where we cancel a booking ourselves or where the law requires otherwise.

All payments are processed by Stripe. We never see, handle or store your card number or bank details. Your payment is subject to Stripe's own terms.

6. Cancellation and refunds

Each instructor sets their own cancellation policy. There is no single platform-wide policy. Before you pay, the booking page shows you that instructor's policy: how much notice is required for a full refund, and what percentage of the lesson price is returned if you cancel with less notice.

The policy in force at the moment you pay is recorded against your booking and is the policy that applies to it. If your instructor later changes their terms, your existing booking keeps the terms you agreed to.

If a student cancels

- Cancel with more notice than the instructor requires: the full lesson price is refunded.
- Cancel with less notice: the percentage set by that instructor is refunded, and the remainder is retained by the instructor.
- The €1.00 booking fee is not refunded in either case.
- A lesson that has already started or taken place cannot be cancelled or refunded through the platform.

If an instructor cancels

- The full lesson price is refunded to the student.
- The €1.00 booking fee is also refunded to the student.

Refunds are issued to the original payment method through Stripe and typically appear within 5 to 10 business days, depending on your bank. Repeated cancellation by an instructor may lead to suspension under section 13.

7. Bookings that are not paid for

A booking holds the slot in the instructor's diary only while payment is completed. If payment is not completed within 30 minutes, the booking is cancelled automatically and the slot is returned to sale. No charge is made.

8. How money reaches instructors

This section applies to instructors and is set out so students understand the arrangement.

- Payments are taken directly into the instructor's own Stripe account. Lesson money does not pass through our bank account.
- Stripe deducts its own payment processing fees from each transaction. Those fees are borne by the instructor, not by us and not by the student. Stripe's current fees are published at stripe.com and may change.
- Our €1.00 booking fee is taken as a platform fee at the time of payment.

- Funds are held in the instructor's Stripe balance and released to their bank only after the lesson has taken place. This is deliberate: it keeps money available to refund a student who cancels a lesson that has not yet happened.

9. Refunds, chargebacks and negative balances

Because payments are made into the instructor's own Stripe account, refunds and card chargebacks are taken from that account.

- Where a student is entitled to a refund, it is deducted from the instructor's Stripe balance.
- If a student disputes a payment with their card issuer, Stripe may reverse the payment and charge a dispute fee. Both come out of the instructor's balance.
- If the balance is insufficient, the account may go into a negative balance, which Stripe may recover from future payments or from the instructor's bank account under the instructor's agreement with Stripe.
- We are not responsible for settling an instructor's negative balance and do not indemnify instructors against refunds, chargebacks or Stripe fees.

Instructors are responsible for handling disputes about the quality or conduct of a lesson directly with the student.

10. Instructor subscription

Instructors need an active subscription to publish availability and accept bookings. The subscription is €10 per month, billed through Stripe, following a free trial of 30 days. You may cancel at any time and the subscription runs to the end of the paid period.

If a subscription lapses, the instructor's availability stops being shown and no new bookings can be made. Lessons already booked and paid for are not cancelled, and the instructor remains obliged to teach them.

11. Instructor obligations

- Hold and maintain a current RSA-issued ADI licence, and appropriate insurance for paid driving instruction.
- Provide lessons in a roadworthy, taxed, insured and NCT-compliant vehicle.
- Keep availability accurate, and honour confirmed bookings other than where genuinely unavoidable.
- Set prices and a cancellation policy that are accurate, and apply them consistently.
- Treat students with professionalism and respect, and comply with all applicable road traffic, safety, equality and data protection law.
- Account for their own tax. We do not deduct tax and are not an employer.

Instructors agree to indemnify us against any claim, loss or cost arising from their instruction, their vehicle, their insurance position, their tax affairs, or their breach of these terms.

12. Student obligations

- Provide accurate personal and contact details.

- Hold a valid Irish learner permit at the time of each lesson, and produce it if asked.
- Arrive on time, and not attend a lesson under the influence of alcohol or drugs.
- Follow the instructor's reasonable safety instructions during the lesson.
- Treat instructors with professionalism and respect.

13. Suspension and termination

We may suspend or close any account that breaches these terms, provides false information, behaves abusively or fraudulently, repeatedly cancels without good reason, or where we are required to do so by law. Where it is reasonable to do so, we will tell you why.

Suspending an instructor stops new bookings. It does not cancel lessons students have already paid for, because those students have done nothing wrong.

You may close your account at any time from within the platform. Personal details are anonymised as described in our Privacy Policy. Booking and payment records are kept in anonymised form where we are required to retain them for financial and legal purposes.

14. Your right to cancel as a consumer

Where you contract with us at a distance as a consumer, you may have a statutory right to withdraw within 14 days under the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013.

When you book a lesson for a date inside that 14-day period, you are asking for the service to begin before the period ends and you expressly consent to that. Once the lesson has been delivered, the statutory right to withdraw no longer applies to it. This does not affect the instructor's cancellation policy set out in section 6, which may be more generous, and it does not affect your rights where a service is not supplied as described.

15. Availability of the platform

We aim to keep the platform available but do not guarantee uninterrupted or error-free service. We may suspend access for maintenance, security or technical reasons. We are not liable for lessons missed because the platform was unavailable, and you should contact your instructor directly if you cannot reach them through it.

16. Limitation of liability

Nothing in these terms limits liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot lawfully be excluded.

Subject to that, we provide booking and payment software only, and we are not liable for:

- The quality, safety, conduct or outcome of any driving lesson.
- Any loss, injury or damage arising during or in connection with a lesson.
- The acts or omissions of any instructor or student, including a failure to hold valid insurance or a licence.
- Any dispute between a student and an instructor.

- Indirect or consequential loss, or loss of profit, opportunity or driving test fees.

Where we are liable, our total liability to you shall not exceed the greater of €100 or the total booking fees you paid to us in the 12 months before the claim.

17. Events outside our control

Neither we nor an instructor is liable for failing to perform where it is caused by something outside reasonable control, including severe weather, illness, vehicle failure, industrial action, power or network failure, or the act of a public authority. Where a lesson cannot go ahead for such a reason, the instructor cancellation terms in section 6 apply.

18. Complaints

If something has gone wrong, contact us at [CONTACT EMAIL] and we will acknowledge your complaint within five working days. Complaints about the conduct of a lesson should be raised with the instructor first, and may also be raised with the Road Safety Authority. As a consumer you may also contact the Competition and Consumer Protection Commission, and you may use the European Commission's online dispute resolution platform.

19. Intellectual property

The platform, including its software, design and text, belongs to us. You may not copy, reproduce, resell or distribute any part of it without our written permission. You keep ownership of the content you supply, and grant us the licence needed to display it on the platform for the purpose of taking bookings.

20. Changes to these terms

We may update these terms from time to time. Where a change is material we will give you reasonable notice by email or on the platform before it takes effect, and you may close your account if you do not accept it. Continuing to use the platform after a change takes effect means you accept it. The date at the top of this document shows the current version.

21. General

If any part of these terms is found to be unenforceable, the rest continues to apply. A delay in enforcing a term is not a waiver of it. You may not transfer your rights under these terms to anyone else.

22. Governing law

These terms are governed by the law of the Republic of Ireland, and the Irish courts have exclusive jurisdiction. If you are a consumer resident elsewhere in the European Union, you keep the benefit of any mandatory protections of your own country's law.