Terms and conditions

Wheels In Motion Rijopleidingen - September 2026

Article 1 - General

1. These terms and conditions apply to all driving lessons, driving courses, lesson packages, tests and other services offered by Wheels In Motion Rijopleidingen, hereinafter referred to as the driving school.

2. The student, or their legal representative if the student is a minor, is hereinafter referred to as the student.

3. By entering into a lesson agreement, the student confirms that they have read and accepted these terms and conditions.

4. The terms and conditions are made available to the student before or when the agreement is concluded.

Article 2 - Driving lessons

1. The driving school provides driving lessons on the agreed date and at the agreed time.

2. The student must be present and ready for the lesson at the agreed time.

3. During the lesson, the student must follow the driving instructor’s instructions insofar as they relate to the driving course and road safety.

4. The student is responsible for arranging any required documents in good time and keeping them valid.

Article 3 - Cancelling a lesson

1. A scheduled lesson may be cancelled or rescheduled free of charge up to 24 hours before it starts.

2. If a lesson is cancelled less than 24 hours before it starts, the driving school is entitled to charge for the reserved lesson time.

3. For a lesson package, this lesson, or the corresponding number of reserved lesson hours, will in principle be deducted from the package as used.

4. In the event of demonstrable force majeure or an exceptional emergency, the driving school may reasonably decide not to charge for the lesson. Each situation is assessed individually.

Article 4 - Late arrival and non-attendance

1. The student must be present at the agreed time.

2. If the student is late, the instructor will wait at the agreed location for a maximum of 10 minutes.

3. If the student does not arrive within these 10 minutes and no other arrangement has been made with the instructor, the driving school may treat the lesson as a non-attendance.

4. The reserved lesson time may then be charged in full or deducted from the lesson package.

5. If the student arrives within 10 minutes, the lesson may continue for the remaining reserved time. In principle, the original end time remains unchanged.

6. If the driving school or instructor is late, this will not reduce the student’s lesson time. Lost lesson time will be made up or credited.

Article 5 - Lesson packages

1. A lesson package is personal and may not be transferred without the driving school’s prior permission.

2. The contents and price of the package are recorded when the agreement is concluded.

3. If a package includes a practical test, interim test, theory product or other service, this is stated at the time of purchase.

4. Additional lessons outside the package are charged at the individual lesson rate agreed at that time.

5. A package does not guarantee that the student will be ready for the practical test after the included number of lessons.

Article 6 - Prolonged inactivity and package validity

1. The student is expected to use a purchased lesson package within a reasonable period.

2. If the student has not taken a lesson for 12 consecutive months and has not contacted the driving school during that period about continuing the course, the student is considered to have been inactive for a prolonged period.

3. In that case, the driving school may terminate the lesson agreement.

4. Upon termination, lessons already provided, costs already incurred or which cannot reasonably be reversed, and services already purchased or reserved for the student are taken into account.

5. Any remaining credit is settled in accordance with the applicable legal rules.

6. In demonstrable exceptional circumstances, such as prolonged illness, pregnancy or other force majeure, a longer period may be agreed in consultation.

Article 7 - Payment

1. Individual lessons must be paid for using the payment method agreed with the student.

2. Lesson packages must be paid for in accordance with the payment arrangement agreed at purchase.

3. If payment in instalments has been agreed, the instalments must be paid on time.

4. In the event of overdue payment, the driving school may temporarily suspend further lessons and/or test applications until the outstanding amount has been paid.

5. Out-of-court collection costs are charged only insofar as permitted by law and after the required payment and reminder procedure has been followed.

Article 8 - Tests and assessments

1. A practical test, interim test, AVB test or AVD test is booked in consultation with the student.

2. The student must meet the requirements set by the CBR and/or other competent authorities.

3. The driving school cannot guarantee that a student will pass a test or assessment.

4. The driving school may recommend postponing a test if the instructor considers the student insufficiently prepared.

5. If a reserved test cannot take place due to the student's actions, the associated costs may be payable by the student insofar as they are actually due and reasonable.

6. If a test is cancelled by the CBR or another competent authority, that authority's rules apply.

Article 9 - Fitness for lessons

1. The student must be physically and mentally able to participate safely in traffic.

2. Lessons may not be taken under the influence of alcohol, drugs or other substances that may affect driving ability.

3. If the instructor reasonably considers that lessons cannot be conducted safely, the instructor may refuse or end the lesson.

4. If the cause is attributable to the student, the reserved lesson time may be charged.

Article 10 - Obligations of the driving school

The driving school ensures that: (1) lessons are provided by a qualified driving instructor; (2) the lesson vehicle is insured insofar as required by law; (3) the lesson vehicle meets the legal requirements; (4) the student receives professional and respectful instruction; and (5) personal data is handled carefully.

Article 11 - Cancellation by the driving school

1. The driving school may cancel or reschedule a lesson due to circumstances such as instructor illness, a vehicle defect, dangerous weather or traffic conditions, or other circumstances that reasonably prevent the lesson from taking place.

2. A lesson cancelled by the driving school is not charged to the student.

3. If possible, a new appointment is arranged in consultation.

4. The driving school is not liable for consequential loss resulting from a reasonably necessary cancellation, except insofar as exclusion of liability is not permitted by law.

Article 12 - Ending the course

1. The student may end the driving course in accordance with the agreement and the applicable legal rules.

2. On termination, lessons already taken and actual costs incurred or which cannot be reversed are settled.

3. The driving school may terminate the agreement if it cannot reasonably be expected to continue, for example in the event of repeated overdue payments, aggressive or threatening behaviour, repeated non-attendance or serious breaches of these terms and conditions.

4. Any financial settlement takes place in accordance with the agreement and applicable law.

Article 13 - Liability

1. The driving school has the insurance required for its lesson vehicles.

2. The driving school is not liable for damage arising from incorrect or incomplete information supplied by the student, unless the damage is also caused by a circumstance attributable to the driving school.

3. Nothing in these terms and conditions limits or excludes liability insofar as this is not permitted by law.

Article 14 - Complaints

1. Complaints about the driving course must be reported to Wheels In Motion Rijopleidingen as soon as possible.

2. The student gives the driving school a reasonable opportunity to investigate the complaint and resolve it where possible.

3. The parties will first attempt to resolve a dispute through mutual consultation.

Article 15 - Privacy

Students' personal data is processed only for purposes related to the driving course, administration, communication, payments, tests and legal obligations. The driving school handles this data in accordance with applicable privacy law.

Article 16 - Changes

1. The driving school may amend these terms and conditions for future agreements.

2. Existing agreements remain subject to the terms and conditions accepted by the student when entering into the agreement, unless a change is lawfully agreed with the student or follows from the law.

Article 17 - Applicable law

1. The agreement between Wheels In Motion Rijopleidingen and the student is governed by Dutch law.

2. Disputes are submitted to the court with jurisdiction under the law if the parties cannot resolve the dispute themselves.

HOUSE RULES - A BRIEF SUMMARY

• Cancellation: at least 24 hours before the lesson. If you cancel too late, the reserved lesson time may be charged in full.

• Late arrival: the instructor waits for a maximum of 10 minutes. After that, the lesson may be considered missed and charged in full.

• Lesson package: if there have been no lessons and no contact for 12 consecutive months, the course may be terminated. The financial settlement follows the agreement and applicable legal rules.

• Safety: no lessons under the influence of alcohol, drugs or other substances that affect driving ability.

• Respect: students and instructors treat each other respectfully. Aggressive, threatening or seriously inappropriate behaviour is not accepted.