

C A R E 2 D R I V E

FREE DOWNLOAD

When a lesson changes, and the words to say

Terms you can copy, the exact words for six situations, and how to keep the diary steady.



Terms to copy

Six scripts

Keeping the diary steady



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When a lesson changes, and the words to say

Lessons get moved. Life happens at both ends of the arrangement. What makes it straightforward is terms people knew about before they needed them, and a few sentences you are not making up on the spot.

The rule that makes the rest easy.

A term only works if it was explained before the money was taken. Say it out loud on lesson one, put it in writing where they can find it again, and it stops being a surprise. A surprise charge is what turns a cancellation into a chargeback.

A policy you can copy

Cancellations and changes

Please give at least 48 hours' notice to change or cancel a lesson, and there is no charge.

Less than 48 hours' notice: the lesson is charged in full, because the slot cannot usually be filled at short notice.

If you are not there when I arrive, I will wait 15 minutes and try to contact you. After that the lesson is charged in full.

If I have to cancel, you get the lesson back at a time that suits you, or a refund of that lesson, your choice.

Illness, bereavement and emergencies: talk to me. I would rather sort something out than lose you as a pupil.

Adapt the notice period to your own diary. Whatever you choose, apply it the same way for everyone, because inconsistent enforcement is what makes people feel singled out.



Pat says: the last line does more for your retention than the first four. People remember being treated like a human when something came up at home.



The words, for six situations

On lesson one, saying it out loud.

"Quick bit of housekeeping so nothing is a shock later. If you need to move a lesson, just give me 48 hours and it is no problem at all. Under that and I do have to charge, because I cannot usually fill the slot. I will send it to you in writing too. Sound fair?"

They call off the night before, first time.

"Sorry to hear that. That one falls inside the 48 hours so it is chargeable, but let's get you back in this week. I have Thursday at four or Saturday morning, which works better?"

It happens again inside the notice period.

"That is the second one this month, so I want to check nothing bigger is going on. Is the time slot not working for you? I would rather move you to a day that actually works than keep charging you for lessons you are not having."

They are not there when you arrive.

Message: "I'm outside. I'll wait until 4.15, then I'll have to head off and the lesson will be charged. Give me a ring if something has happened." Then actually wait the fifteen minutes, and actually leave.

They dispute the charge.

"I understand it is annoying. Here is the term you agreed when you booked, and here is the message where we went through it. I do hold the slot for you, which is why it works this way. I would still rather you carried on with me: shall we get the next one booked?"

You have to cancel on them.

"I'm really sorry, I have to move Thursday. I have got you Friday at the same time, or Monday at six, and either way the lesson is not charged. Which suits?" Offer the alternative in the same message. Never just cancel.



