

L PLATE LTD – TERMS OF SERVICE

Last updated: 04th December 2025

These Terms of Service (“Terms”) govern your access to and use of the L Plate platform, website, applications, and related services (“Platform”). By accessing or using LPlate.app or any L Plate services, you agree to be bound by these Terms.

Please read these Terms carefully before using our Platform.

1. About L Plate

1.1 L Plate Ltd (“L Plate”, “we”, “us”, “our”) operates an online marketplace Platform that enables:

- Learners to search for, communicate with, and book driving instructors
- Independent Approved Driving Instructors (“Instructors”) to offer lessons, manage availability, and receive payments
- A safe and convenient mechanism for payments, scheduling, and messaging

1.2 L Plate **does not provide driving instruction** and is **not a driving school**.

1.3 L Plate is **not a party** to any contract between Learners and Instructors. Each booking constitutes a direct contract between Learner and Instructor.

2. Eligibility and Account Registration

2.1 Learners

To use the Platform as a learner, you must:

- Be at least **17 years old**; if under 18, you may require parental or guardian consent
- Create an account with accurate and complete information
- Comply with these Terms and applicable UK law
- Maintain the confidentiality of your login credentials

2.2 Instructors

To offer lessons through the Platform, Instructors must:

- Hold a valid DVSA-issued ADI licence
- Maintain appropriate vehicle insurance for driving instruction
- Ensure their vehicle is roadworthy and compliant
- Provide accurate availability and profile information
- Comply with DVSA regulations and all applicable laws
- Process learner data in compliance with the L Plate Privacy Policy

3. Marketplace Relationship

3.1 L Plate is an intermediary platform only.

We facilitate connections, messaging, scheduling, and payments between Learners and Instructors.

3.2 Instructors operate as **independent contractors, not employees, partners, agents, or representatives of L Plate.**

3.3 L Plate does not:

- Provide driving lessons
- Supervise instructors
- Guarantee instructor competence, availability, or conduct
- Guarantee test results or learner outcomes

3.4 Each Instructor is solely responsible for:

- The safety and conduct of lessons
- Maintaining legal qualifications
- Providing a safe vehicle
- Ensuring adequate insurance
- Their interactions with Learners

3.5 Learners acknowledge that driving lessons involve inherent risks. You participate at your own risk.

4. User Responsibilities

4.1 General Conduct

All users agree to:

- Use the Platform lawfully and in good faith
- Not engage in abusive, harassing, or discriminatory behaviour
- Not attempt to circumvent payments or the Platform
- Not misuse, hack, or damage the Platform
- Provide accurate information and keep it updated

4.2 Learners

Learners agree to:

- Attend lessons on time at the agreed location
- Follow safety instructions provided by Instructors
- Behave respectfully and responsibly during lessons
- Only operate a vehicle when permitted and supervised
- Provide truthful information regarding driving experience

4.3 Instructors

Instructors agree to:

- Maintain DVSA compliance
- Keep availability updated
- Provide lessons professionally and safely
- Maintain insurance, MOT, and roadworthiness
- Not teach illegal manoeuvres or unsafe practices

- Handle learner messages respectfully
- Protect learner data in accordance with privacy law

5. Booking, Payments & Platform Fees

5.1 Booking Process

(a) A booking is confirmed when:

- The Learner selects an available lesson slot on the Platform;
- The full payment is successfully processed through the Platform; and
- A booking confirmation is issued via the Platform, email, or SMS.

(b) Once confirmed, the booking forms a direct contract between the Learner and the Instructor. L Plate acts solely as an intermediary facilitating availability, communication, and payment processing.

(c) Instructors are responsible for ensuring the accuracy of their availability. A lesson time is not guaranteed until confirmed under clause 5.1(a).

5.2 Payments

(a) Learners must pay the full lesson price at the time of booking. This price includes the Instructor's base price and L Plate's markup.

(b) Payments are processed securely through:

- Stripe Connect, for card payments; or
- BACS transfer, for eligible Instructors approved by L Plate.

(c) For Stripe transactions:

- All card details are handled exclusively by Stripe.
- L Plate does not store, process, transmit, or have access to card information.

(d) For Instructors receiving payouts via BACS:

- L Plate will initiate transfers according to the payout schedule communicated to the Instructor.

- Eligibility for BACS payouts is determined solely at L Plate's discretion and may require verification checks.

(e) L Plate may deduct a Platform Service Fee, which includes our markup and may include third-party processing costs (such as Stripe fees), before releasing funds to the Instructor.

(f) Instructors receive payouts only after the scheduled lesson has been completed, unless otherwise agreed in writing by L Plate.

(g) Payout timing may differ between Stripe and BACS transfers due to external banking processes outside L Plate's control.

5.3 Pricing, Markups & Platform Fees

(a) Instructors set their own base lesson price (for example, £40 per hour). This base price is determined solely by the Instructor.

(b) L Plate applies a Platform Markup to the Instructor's base price. The current markup is 18.4%, of which approximately 3.4% covers card processing fees, with the remainder representing L Plate's service charge for providing access to the Platform, marketing, payment processing, customer support, and operational services.

(c) Learners are shown only the final total lesson price at checkout. This final price includes both:

- the Instructor's base price; and
- L Plate's Platform Markup.

(d) Instructors are paid their base price, minus any applicable deductions, after the lesson is completed and according to the payout method in use.

(e) The Platform Markup constitutes the Platform Service Fee charged to Instructors for use of L Plate's systems and services. This fee is deducted before payout.

(f) L Plate may amend the markup percentage or fee structure. Instructors will be notified of any changes at least 30 days in advance. Learners will continue to see only the final total price.

6. Cancellation & Refund Policy

6.1 Learner Cancellations

(a) 72 hours or more before the lesson start time:

Learners are entitled to a full refund of the lesson fee.

(b) Less than 72 hours before the lesson start time:

No refund is automatically due. Refunds at this stage are entirely at the Instructor's discretion, except in genuine emergency circumstances.

(c) No-show:

Learners who fail to attend a scheduled lesson without prior notice are not entitled to a refund.

(d) User error or incorrect booking information:

If a refund must be issued due to learner error or failure to review available information (including but not limited to: booking manual vs automatic incorrectly, booking without checking stated availability expectations, or failing to meet the recommended 2-week lead time), L Plate may deduct a £20 administration fee from any refund processed.

(e) Booking suitability disclosure:

Learners acknowledge the information published on LPlate.app, including:

"We ask learners to book at least 2 weeks before they want to start lessons. This helps ensure consistent availability with a suitable instructor. If you're looking to begin in 7–14 days, we'll do our best to help, but we can't guarantee a match at short notice. For requests under 7 days, we're usually unable to assist, as our instructors are typically fully booked during that time."

Refunds requested due to misunderstanding or disregarding this information may be subject to the administration fee described above.

6.2 Instructor Cancellations

- (a) If an Instructor cancels a confirmed lesson, the Learner will receive a full refund of the lesson fee.
- (b) L Plate may assist the Learner in rescheduling with the same Instructor or an alternative Instructor, where possible. However, we do not guarantee lesson availability or alternative placement.
- (c) Repeated or unreasonable short-notice cancellations by an Instructor may result in suspension or removal from the Platform.

6.3 Weather/Emergencies

In cases of severe weather, dangerous conditions, or genuine emergencies, L Plate may waive cancellation fees at its discretion.

7. Reviews & User Content

7.1 Users may leave reviews of lessons and Instructors.

7.2 By posting content on the Platform, you grant L Plate a **non-exclusive, worldwide, royalty-free licence** to use, display, modify, and distribute that content for Platform operation.

7.3 L Plate may remove content that is abusive, misleading, defamatory, or violates these Terms.

8. Prohibited Activities

Users must not:

- Harass, intimidate, or threaten others
- Provide false or misleading information
- Attempt to bypass the Platform to avoid fees
- Use bots, scrapers, or automated systems
- Interfere with, disrupt, or harm the Platform
- Collect or harvest personal data without consent
- Upload viruses, malware, or harmful content

Violation may result in immediate account termination.

9. Insurance & Liability

9.1 Instructor Insurance

Instructors must maintain **valid, appropriate driving-instructor insurance** at all times.

9.2 L Plate Liability

To the fullest extent permitted by law, L Plate is **not liable** for:

- Accidents, injuries, or incidents during lessons
- Instructor actions or omissions
- Learner behaviour or negligence
- Vehicle damage, defects, or breakdowns
- Loss of profits, opportunities, data, or business
- Third-party services (Stripe, hosting providers, etc.)
- Indirect, incidental, or consequential losses

Our total liability is limited to the **amount paid to us in relation to the specific transaction** giving rise to the claim.

10. Platform Access & Service Availability

10.1 We aim to provide continuous access, but we do not guarantee uninterrupted service.

10.2 Maintenance, updates, outages, or security events may temporarily restrict access.

10.3 We may modify or discontinue parts of the Platform with reasonable notice.

11. Third-Party Services

Your use of third-party services (including Stripe, Google Login, Apple Login) is subject to their own terms and privacy policies.

L Plate is not responsible for third-party failures or actions.

12. Account Termination

We may suspend or terminate accounts for:

- Violating these Terms
- Fraudulent or unsafe behaviour
- Poor conduct or repeated complaints
- Providing false information
- Instructor failure to maintain ADI status or insurance

Users may close their account at any time via the Platform.

13. Data Protection

Use of personal data is governed by our **Privacy Policy**, which forms part of these Terms.

14. Dispute Resolution

L Plate encourages users to resolve disputes amicably.

We may provide mediation assistance but are **not responsible** for resolving disputes between Learners and Instructors.

Legal disputes must be brought before the courts of **England and Wales** and are governed by **English law**.

15. Changes to These Terms

We may update these Terms occasionally.

Material changes will be communicated at least **30 days before** taking effect.

Continued use of the Platform constitutes acceptance of updated Terms.

16. Indemnity

Users agree to indemnify and hold harmless L Plate Ltd from claims, losses, or damages arising from:

- Their misuse of the Platform
- Breach of these Terms
- Illegal or unsafe conduct
- Instructor or learner negligence

17. Severability

If any provision of these Terms is found invalid, the remaining sections remain fully enforceable.

18. Contact Information

For legal or support enquiries:

L Plate Ltd

Email: **Support@LPlate.app**

Address: 151 Mustoe Rd, Frenchay, Bristol, BS16 2NR, UK