

# Important information

To support you as effectively as possible throughout your driver training, please read the important information below.

## 1. Registration

- The registration file is considered complete only when **all required documents** have been submitted.
- Any missing document may **delay the start of the training**.
- The registration fee must be paid **in cash**.

## 2. Waiting times

- A **waiting period** may exist between:
  - registration and the start of theory lessons;
  - passing the theory test and the start of practical lessons.
- **The waiting time** to begin practical lessons may vary depending on:
  - the number of candidates on the waiting list;
  - the availability of instructors and candidates.
- **Waiting times** for the practical part are continuously displayed in our office and **are subject to change** at any time.

## 3. Theory lessons

- Attendance at theory lessons is **only possible** upon presentation of the learner's certificate.
  - **The learner's certificate must be submitted** on the first day of the theory course.
  - The schedule of the **various modules** is available:
    - on our website;
    - posted at the driving school.
  - **Reservations are required** for theory lessons in English. For more details, please consult our website. **No reservation** is required for theory lessons in Luxembourgish or French.
  - Any attendance at theory lessons **beyond the minimum required hours** is free of charge. The candidate may attend an unlimited number of lessons before the first exam.
  - In case of arrival more than **15 minutes late**, the lesson will not be counted.
  - **Theoretical exam**
    - The candidates must book the theoretical exam themselves. An explanation of the theoretical exam procedure, as well as the booking process, will be given before the start of the theory courses. The learner's certificate must be collected at the end of the last course.
- After passing the theoretical exam**, the candidate must:
- **submit their learner's certificate** to the driving school;
  - **provide their availability** in order to be added to the waiting list for the practical part.
- **In the event of failure** in the theory exam, participation in at least six additional hours of theory lessons is compulsory and will be charged accordingly.

## 4. Practical lessons

- The candidate will be contacted as soon as possible by one of our instructors, by phone call or SMS.
- Practical lessons are scheduled **according to the availability of the candidate and the instructor**, between 8:00 a.m. and 6:00 p.m. (working days).
- The candidate is requested **to download the Drivelo application** on their phone in order to access their schedule for practical lessons.
- All invoices are payable upon receipt, **within 15 days. Invoices for driving lessons are sent by email.** Candidates are asked to regularly check their emails.
- Any practical lesson not cancelled **at least 72 working hours in advance** by telephone will be charged at the full rate.
- Any lesson taken beyond the minimum number of required hours will be charged.
- In the event of **communication difficulties** with the candidate due to language barriers, compromising safety during driving lessons, we reserve the right to stop the training with the candidate.
- **The driving school reserves the right** to cancel the practical exam if invoices are not settled before the exam date.

## 4. Practical Exam

- The candidate must request an exam date from their instructor **at least six weeks in advance** when they wish to take the practical exam.
- **Any cancellation of the practical exam** must be made at least 10 days before the scheduled date. After this deadline, cancellation is no longer possible, except in cases of force majeure.

## 5. Important information

- It is the candidate's responsibility to ensure that their official documents (learner's certificate, ID card, driving licence, school certificate, etc.) remain valid for the entire duration of the training.
- The deadlines and conditions mentioned above **may be changed** without prior notice in accordance with administrative or legal decisions.
- It is the candidate's responsibility **to stay informed** and comply with the instructions communicated by the driving school.