2. Contacting Us

If you require more time to complete your training within the periods stated and have been given the opportunity to do so, and we do not agree to extend it, you will not be entitled to any refunds.

4. Personal Information

a. We only use your personal information in accordance with our Privacy Policy as set out on our website. Please take the time to read this policy, as it includes important terms which apply to you.

5. Minimum Age

a. You may only purchase a training programme if you are at least 18 years old.

6. Our Responsibilities

a. We will arrange (Phone, Email or SMS) your programme and agree dates for each element with you. We will confirm your booking in writing or phone. Once your programme is confirmed there are no changes permitted. If you need to amend or cancel your training dates, you will not be entitled to any refund.

b. Practical Training is delivered between 6am and 6pm on working days and your confirmation will specify the exact times confirmed for your program. We may, on occasion have to make changes to the programme, including to the dates and times of appointments, lessons and test appointments, after the original confirmation. Such alterations will be notified to the Programme as part of the Programme. The Trainee acknowledges and accepts that their Programme details may vary.

c. Practical Training is not out to refund manual or automatic vehicle. If you have not specified a preference our team will book you in the next available vehicle. Modules that cover changing gears will not be delivered on auto vehicles.

d. Practical Training is operated on either a 1 to 1 or 2 to 1 basis. 1 to Training is 8 hour course where you will be in control of the vehicle for 50% of its time, and another student under instruction for 50% of the time.

e. Each element of training is tested by the relevant assessment agency, e.g. DSA, RTITB, ITSAR. We are obliged to book your tests but we do not offer any guarantee that you will pass the test. Any complaints about examiners must be made to the relevant agency.

f. We will not be liable or responsible for an event outside our control. Where the Event outside our control affects the Programme we will rectify the Programme as soon as reasonably possible.

g. In the event of mechanical breakdowns or defects we will provide a replacement course at a later date or alternative location with a substitute vehicle. We agree to provide additional training to the extent of time lost by the Trainee. In the event of a test not proceeding in whole or in part as a result of the defects in a vehicle, a further test will be booked by us at no charge to the Trainee.

7. Your Responsibilities

The Trainee warrants, represents and undertakes that his eyesight meets the standard required, he is in good health free from any mental or physical disability, he has a current and valid driving licence for the relevant vehicle, he does not have any criminal conviction or other legal impediment preventing him from being in control of a motor vehicle on the public highway and there is no prosecution or other action pending in this respect.

The Trainee hereby acknowledges and accepts, as a material term of this Contract, that he will be bound by the instruction of the operator to the appropriateness or suitability of his taking a test. We will have the right to cancel the Contract in the event that the Trainee does not comply with this Condition.

We reserve the right, without notice to, or, the consent of the trainee to cancel all or any remaining part of the Trainee's Programme and, where applicable, his test, should the Trainee insist, demand or otherwise show an intention to terminate his test before he is ready. In the event of the cancellation of your Training, we will refund any monies paid for that part of the programme.

The Trainee will indemnify us in all matters relating to the Programme and will provide such information and materials as the we may reasonably require in order to supply the programme.

The Trainee will be responsible for, on a daily basis, to confirm their start and finish time for the following day with their instructor and to confirm that they will be available between the hours of 6am and 6pm on working days during training.

The Trainee undertakes that at all times to have in force a current and valid driving licence and to have such original driving licence and national insurance number in his possession at all times whilst attending for all training and tests. The Trainee will keep, or as soon as possible, any other permissions and consents which may be required before commencement of the Programme outlined in the booking confirmation.

The Trainee undertakes at all times to be punctual and diligent in fulfilling his tasks and duties under the Programme and completing the administration tasks for which we will be responsible prior to the commencement of, or during the Programme, as required.

The Trainee undertakes not to consume any alcohol or drugs or other intoxicating substances at any time during his attendance or prior to starting of the Programme or at any other premises for completion of the Programme for instruction under the influence of alcohol or drugs or any other intoxicating substances.

The Trainee agrees to behave in a reasonable manner and failure to do so may result in your immediate exclusion from the Programme and in the event that the Trainee contacts us to do so, your cancellation rights will be waived and you will be subject to our normal cancellation terms.

8. YOUR RIGHT TO CANCEL THE CONTRACT

a. Cancellations within 14 Days

Your booking is covered by The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 which entitles you to cancel this contract within 14 days of your book. During this Cooling off Period, if you change your mind, and obtain a full refund. This is also referred to as the “Cooling off Period.” If we agree to start your programme we will not issue you a full refund and you will be asked to confirm in writing that you have waived your rights to cancel. Where we have booked your Programme during the Cooling off Period, you must contact us to do so, your cancellation rights will be waived and you will be subject to our normal cancellation terms.

b. Cancellations between 15 and 180 Days where No Practical Training has been Booked

If you request to cancel after the cooling off period and before the end of the 180th day and you have not booked or completed any practical training (training in a physical vehicle), a non-refundable course registration cost of £570 will apply. The course registration cost relates to: Administration Costs (postage, DLA / DSA forms, course materials); DLA Medical Examination Booking and the cost of a DLA Medical with one of our Medical Providers; Online Theory Test Training Software & Monitoring; Module 1 Theory Test Booking (Multiple Choice Exam) and Test Fees; Module 2 Theory Test Booking (Hazard Perception Exam) and Test Fees. If you make a cancellation inside this time period (15 to 180 days), the course registration cost will be kept on account—so if you wish to re-engage with your training in the future, the amount you’ve paid in advance will be added to any future course and will be refunded.

c. Cancellations between 15 and 180 Days where Practical Training has been Booked or Completed

If you request to cancel after the cooling off period and before the end of the 180th day and you have booked or completed any practical training or practical tests, no course fees will be refunded.

d. Cancellations after 180 Days

No cancellations are permitted after 180 days with the following exceptions:

Exceptional Circumstances

We will consider any exceptional circumstances if you advise our customer services team within the first 180 days. Examples of exceptional circumstances are:

DLVA Medical Failures
If you have received a letter from the DLVA to say that you have failed the driver’s medical or are otherwise (medically), unable to complete the course, we will issue a full refund for the unused elements of your course.

DLVA Revoked Licence
If your licence is revoked by the DLVA (e.g. for a motoring conviction) and you have not completed any elements, we will cancel any outstanding elements of training and refund you for any elements that have not been booked or completed.

Imprisoned
If you are imprisoned and cannot complete the programme, we will cancel any outstanding elements of training and refund you for any elements that have not been booked or completed.