



Terms of Business – Fleet Trainer Course

When you enrol onto one of our courses, a commitment is required from us, both financially and in time. Therefore, by paying your deposit you are agreeing to our terms of business outlined below:

1. **Deposit**

A £150 deposit is required to secure your place on a course. All deposits are non-refundable as they represent an administration fee. This deposit should be paid as soon as possible after booking a place on a course with us. If this deposit remains unpaid after 3 days of making your booking, your place on the course may be cancelled.

2. **Payment terms - Balance**

Unless alternative payment terms have been agreed, the remaining balance becomes payable 7 days prior to the start date of your course. The due date will be shown on your invoice. You can make a number of smaller payments, to reduce your balance, prior to the due date if you wish. If you do this, please contact us to let us know.

3. **Notice Periods**

- a) Once course and test dates have been arranged, a minimum of 4 working days notice must be given to make any changes to any of these dates (working days = Monday to Friday, not including bank holidays. 4 clear working days, does not include the day you inform us you would like to cancel or the date of the course or test).
- b) If at least 4 working days notice is given, we will make any changes to your course or test dates free of charge.
- c) If less than 4 working days notice is given, we reserve the right to charge you a fee to rearrange the training session or test dates affected. This fee will be £300 for a full day training session and £70 per test.

4. **Refund Policy**

Once you have enrolled onto the course (the enrolment date is your course start date), the course fee you have paid will have been spent on training materials, enrolment fees and training time. Therefore, if you wish to withdraw from the course and request a refund, our refund policy applies as follows:



If you are less than 50% through the course:

- I. withdrawal from the course within 7 days of the enrolment/start date, a refund of 50% of your course fee, minus your non-refundable deposit and any outstanding fees payable within clause 3, will be made.
- II. withdrawal from the course after 7 days, no refund will be made.

If you are more than 50% through the course:

- III. withdrawal from the course within 7 days of the enrolment/start date, a refund of 25% of your course fee, minus your non-refundable deposit and any outstanding fees payable within clause 3, will be made.
- IV. withdrawal from the course after 7 days, no refund will be made.

5. Conduct

Candidates are expected to present themselves in a professional manner when attending courses with us and to complete tasks within the course, within set deadlines (all deadlines will be agreed at the start of the course). Where a candidate conducts themselves in a disruptive or unprofessional manner at any point during the course, or fails to complete tasks within deadlines set, we reserve the right to withdraw the offer of a place on the course. If this happens, the refund policy will apply.

6. Vehicle

Candidates will be asked to drive their own vehicle as part of the driving ability training and the test. Candidates are expected to present a roadworthy vehicle. Should the vehicle not be roadworthy, we reserve the right to refuse to conduct any training/test in the vehicle. We are unable to provide an alternative vehicle for this purpose. As a result, the session may have to be rescheduled at an additional cost to you, in line with section 3 of these terms.