



CBT AND DAS TRAINING – DSA APPROVED

TERMS AND CONDITIONS

- 1) Confirming a course automatically assumes acceptance of the terms and conditions of ART.
- 2) All course fees and motorcycle test fees are due in full on or prior to the first day of training. All courses need to be completed within six months of commencement.
- 3) **Cancellation & Refund Policy**
 - a. The service commences when we commit to procurement of services where necessary to support your training, which may be in advance of the agreed training date.
 - b. The cancellation period is 14 days from the day after we receive your initial payment.
 - c. If the service starts within the 14 days you will usually be asked to give your agreement in writing. If you subsequently cancel within the cancellation period you will be required to pay us the reasonable costs of the service that we have delivered up to the time of your cancellation.
 - d. If the service is scheduled to start after the cancellation period and you cancel during the cancellation period a full refund will be given.
- 4) Failure to produce a valid licence and relevant documents on the first day of training will result in Andover Rider Training having to cancel your course and your fees will be lost. So, to avoid that happening you must make sure that you have the following with you:
 - CBT** – a valid UK licence for the category of motorcycle /moped you have booked to train on. If you hold a photo card licence, it must be in date.
 - After CBT to Test** – a valid UK licence for the category of motorcycle /moped you will be training on. CBT Certificate (DL 196) and Theory Test pass certificate (This certificate necessary for road test candidates only). . If you hold a photo card licence, this needs to be in date. A Passport will be required if the candidate holds a paper licence only.
 - Refresher and Advanced Training** - a valid UK licence for the category of motorcycle /moped you have booked to train on. If you hold a photo card licence, this needs to be in date.
- 5) If your vision needs correcting and you wear glasses or contact lenses it is essential that you wear these for all your training and your test. You must be able to read a number plate at a minimum distance of 20.5m. Your eyesight will be tested and a failure will result in cancellation of training on the day and a loss of course fees. In the case of your practical motorcycle test, a fail will be recorded. It is the responsibility of all students to ensure that this requirement is met prior to commencement of the booked training course.
- 6) If you are using your own motorcycle or moped for the training and/ or test rather than one supplied by ART, it is your responsibility to ensure that the machine has a valid MOT certificate (if it is over 3 years old), is taxed and insured. It must have a full size 'L' plate displayed front and back. Your machine must be legal for your type of licence, be roadworthy and mechanically sound. If you are in any doubt about any of the above, please call us with any questions prior to training. Unfortunately, if you arrive and your machine does not meet the above criteria, you will lose your training fees.
- 7) Should there be any minor damage to Andover Rider Training's machine during your training, you will be liable for the first £200 of repair costs (at the discretion of Andover Rider Training)
- 8) In the event, the damage to Andover Rider Training's machine is serious, such as a total write off, then you will be liable for the total cost of repairing or replacing the machine in question.
- 9) Andover Rider Training will at all times endeavour to ensure that your training is as enjoyable and as safe as possible. We ask you to comply with the following:
 - a. – you must ensure that you are fit to train, both physically and mentally
 - b. – you must not be over tired or suffering from any illness or injury which may affect your ability to ride
 - c. – you must not have taken recently or be taking any medication which is adverse to operating machinery (check the packet or with your doctor/pharmacist)



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d. – It is essential that you are within the legal alcohol limit and not under the influence of recreational drugs before arriving for training. If this is not the case, we will refuse training on the day and all course fees will be lost.

10) All courses are booked using the information you have given us. Responsibility for ensuring that these details are correct remains with you. Failure to comply with legal or course requirements as specified will result in loss of course fees. All courses are to be completed within six months of commencement.

11) Online Book & Pay Procedure

Training can be booked and purchased from our website at www.andoverridertraining.co.uk.

Card/Debit cards accepted are Mastercard, Visa, Maestro and JCB.

11.1) Compulsory Basic Training (CBT)

- a. Find an available date/place on the CBT Availability calendar
- b. Complete the CBT Booking Form and click the 'Book & Pay' button. The Payment Option page is shown.
- c. Choose your payment option of Deposit or Total Price and click the appropriate 'Pay Now' button. You are transferred to our payment provider WorldPay.
- d. Select your Credit/Debit card
- e. Complete the Card and Card Holder details and click the button 'Make Payment'.
- f. You receive a transaction acknowledgement email from WorldPay and a Booking confirmation email from Andover Rider Training within 24 hours of your payment.
- g. Up until the point you confirm your payment within WorldPay you can go back using your Browser back button to amend your order or abort the purchase.
- h. Contact us after 24hrs if you have not received our acknowledgement email.

11.2) DAS Training Deposit

- a. The deposit may be paid online only under prior direction from Andover Rider Training.
- b. Click the 'Pay Now' button on the 'Full Licence Training' web page. You are transferred to our payment provider WorldPay.
- i. Complete the Card and Card Holder details and click the button 'Make Payment'.
- j. You receive a transaction acknowledgement email from WorldPay and a Booking confirmation email from Andover Rider Training within 24 hours of your payment.
- k. Contact us after 24hrs if you have not received our acknowledgement email.