

IMPORTANT INFORMATION ALL CUSTOMERS TO READ

As part of booking training/vouchers we have to have a few terms and conditions to help you and us. It is assumed that you agree by all these terms and conditions. If not, please contact the office immediately upon booking as changes later cannot be accepted.

Terms and Conditions (Jan 2021)

Licence: Our courses are regulated by the Driver and Vehicles Standards Agency (DVSA) and you are required by law to present your licence for verification. You must on all sessions bring with you and show for inspection the original of your full or provisional UK driving licence. You cannot train without a valid licence.

You will need:

Driving Licence

Your current in date UK photo card drivers licence.

*If you have an old pre photocard licence you will need your valid in-date UK passport to be presented with it. **Your licence is your responsibility and we cannot accept any liability for incorrect provision.***

We can cover you on our insurance if you have no more than 9 current penalty points on your licence. If you have more, then please contact the office immediately.

Prior CBT

If you are training with us using a CBT gained previously either with us or elsewhere then you must bring the original with you for inspection. This must be in date, correctly completed and match your licence number. Please bring your CBT certificate to all training sessions and to present for tests.

Clothing

Since Covid, we are unable to provide helmets and all other clothing.

YOU must provide your own riding kit including legal helmet, motorcycle jacket, motorcycle gloves and boots. Boots should cover the ankle and be sturdy, eg. Dr Martins. Trousers should be sturdy and fit for purpose with no holes. We will supply hi-viz bibs for you to wear.

Trainers/tracksuit bottoms are NOT appropriate and will mean your training session is terminated. You will lose your fee.

Own Bike

Should you be using your own bike for training then you must ensure it is road legal, displaying L Plates front and rear and be in a good, serviceable condition. You will be asked to prove insurance, road fund licence and MOT if applicable.

Collective Responsibility:

Trainees Safety and Responsibility

Complete Bike Training will endeavour to make your training as safe and enjoyable as possible. However, there is always a small element of risk in connection with the use of any motorcycle, which cannot be totally eliminated. Unlike a car, your instructor can have no direct control over your vehicle and ultimately it is your responsibility to ride safely under the guidance of our instructors. Complete Bike Training and its employees will not be accountable for any accident or incident that may occur during the training. **Any damage caused to our motorcycles will be repaired at the expense of the student / applicant (see accidental damage section)**
Our motorcycles have a minimum height requirement. If you are under 5'2" or have short legs, please call us to discuss. We assume you can ride a pedal cycle.

Adverse Weather

If any Complete Bike Training instructor feels adverse weather (heavy rain, wind, ice etc) will have an affect on the safety or concentration of the trainees, they reserve the right to postpone the session. The session will be rescheduled.

Trainee Conduct for Safety

You are responsible for always acting in accordance with the directions and advice given to you by your instructor during your training sessions. YOU are also responsible for making sure that you are adequately dressed and protected for motorcycle riding. You are obliged to inform us of any physical condition or otherwise that could adversely affect safety or training. You must not be over tired, injured or suffering from any ailment or have taken any drugs or alcohol which could affect your riding. You **must** inform your instructor if there are any problems in this respect. The Instructor has the right to halt or suspend training of a customer if he/she believes the student is incapacitated in any way through drink or drugs, or fails to comply with instructions or safety standards. No refund will be offered in this regard.

ANY AGGRESSIVE ATTITUDES OR BEHAVIOUR CONSIDERED BY THE INSTRUCTOR TO BE THREATENING WILL RESULT IN IMMEDIATE TERMINATION OF THE LESSON/CBT WITHOUT REFUND AND IN EXTREME CIRCUMSTANCES, THE POLICE MAY BE INVOLVED.

Attendance

You must attend all scheduled days of training in full and on time. CBT has a set legal structure that requires full on time attendance without exception. CBT training starts at 0830 and you should arrive at the latest by 0815. Late attendance on any session may result in your training being cancelled and fees forfeited.

Cancellations and Refunds

Life can throw the occasional curve ball. You may fall sick or be called back for emergency work. Complete Bike Training recognizes that situations arise from time to time that may require you to cancel or change your booking. If you can give us **at least 72 hours** notice prior to commencement of your CBT course we are happy to rebook a time to suit both parties. Full licence and all other courses/DVSA tests require a **7 working day** notice period. This must be done only by a phone call to 01743-624125 and leave a message if out of hours. Emails can be accepted at the email address info@completebiketraining.com but will only be accepted once we have confirmed your email back to you.

No shows, turning up after the lesson has started or late notice (under 72 hours) cancellations will be requested to pay for the whole lesson cost to cover lost earnings by us due to turning other customers away for that training slot and will also be asked to pay in advance for the next lesson.

Payments

Training dates may be secured with a minimum deposit of £150. For CBT the full course fee is payable on booking. You must pay the remaining course fees **in full at the start** of your training course. Training dates and deposit may be lost if full payment has not been received. If you have a Gift Voucher this must be presented at the commencement of your course. Gift Vouchers have a 6 months expiry date and we have to regard this as final. Vouchers are not transferrable. All payments will need to be paid on a debit/credit card or as cash. Sorry no cheques or bank transfers.

Course length

We provide guideline courses suitable for an "Average Customer". You may need to purchase additional training to complete safely.

Language

Courses are conducted in English and radio systems will be used on road. You must have a good command of English and be able to hear and act upon instructions given over a radio earpiece. If in doubt please present for a trial lesson or face to face meeting before committing to a course.

Checking details

It is the customer's responsibility to review and check their course dates/details and any amendments that may be made. For the duration of their training the customer will allow suitable channels of communication should it be necessary to advise them of changes to their training or to verify information that is needed for them to take test or attend a training session. When a customer makes a booking or has an amendment to their course it is their responsibility to note and verify that event.

Motorcycle Theory test

Not legally required for CBT training but legally required for you to sit Module 1 and 2 motorcycle tests. You can book your motorcycle theory test on line. We require you to have passed a motorcycle theory test **10 clear working days** before you sit your Module 1 test.

DVSA Test Documents

You must bring with you your in-date and valid UK drivers licence, CBT and theory certificates (and Module 1 pass certificate for a Module 2 test). If you have a paper drivers licence then a valid UK passport is also needed. It is your responsibility to keep your documents safe and ready for test. A face covering is also needed for Covid control.

Highway Code

You must have learned/read and have a good understanding of the highway code prior to training. You will be riding on the road!

Eyesight

You must be able to read a number plate from 20 metres. If you require glasses or contact lenses to do this then you must wear them for the duration of your training.

Insurance

Standard insurance cover on our loan motorcycles includes a £750 policy excess. You are liable for the first £750 worth of damage to your loaned motorcycle, any equipment, property or any third party. Radio equipment is not covered by insurance so please be careful with it as any damage caused by the customer is their liability. All damage payments must be settled in full on the day of training.

Time gaps allowed on courses

To ensure pupil and instructor safety the maximum gap between training sessions is 4 weeks. After such time you will be required to take, at standard charge, additional training sessions to bring you back up to a safe standard.

Refunds

All refunds are subject to an administration charge of 10% of the value of your unused training without exceptions. No refunds are given if the terms and conditions set out in this document are breached or not met. Should a training session or test be cancelled by us or the DVSA or for weather/safety matters, we will as a matter of goodwill provide a reschedule for that date for no extra charge, but no refund is due for that session or test from that date on. No refund or reschedule is due or provided if the session is lost due to the customer not attending, attending late or failing to comply with DVSA requirements.

Cooling off period

You may receive a refund for cancelling within 7 days of booking, providing notice is received in writing at our head office booking centre and your training does not start within a 14 working day period. If training starts within 14 working days of booking no refunds are given.

Complete Bike Training/DVSA cancellation or rescheduling of courses/sessions

We and the DVSA reserve the right to alter course and test dates/times without notice. In the event that a training date or test has to be rescheduled due to adverse weather conditions or any extenuating circumstance, it will be rescheduled for the next available date. Refunds or compensation cannot be given for dates that require rescheduling regardless of circumstance.

Additional charges for DVSA Examiner test cancellations

If a test is cancelled by the DVSA due to Examiner equipment failure or their illness, there will be no charge for rescheduling the test or training session accompanying the test. However, if the DVSA cancels the test due to weather conditions the customer will need to pay for any time used during the accompanying session to pay for their instructors' time and use of equipment and facility.

A&OE

We may from time to time have to add, alter or change some of these terms and conditions. Any alterations will be clearly administered to you.

NB: Definition of working days notice: Working days are classed as Monday to Friday and do not include Bank Holidays. Working days notice means allowing us at least the specified full working day(s) notice so as to reschedule. Notice must be given in a manner sufficient to be properly recorded and acted upon. ie. telephone call and email direct to us who will note the event on our computer systems. Eg. If 7 working days notice is required, and written notice is received on a Monday, then this would be sufficient for a course or session on the Thursday of the following week (7 full working days in between) so long as there are no bank holidays in the notice period.

Thanks for taking the time to read.