

TRANSPORT & LOGISTICS TRAINING ACADEMY LIMITED

TERMS AND CONDITIONS OF BUSINESS

DECLARATION: BY ATTENDING A COURSE YOU AGREE TO THE TERMS AND CONDITIONS SET OUT BELOW:

1. By providing your personal details to Transport & Logistics Training Academy Limited you allow us to upload these as necessary to the Government Gateway. All personal details are retained and used in accordance with the Data Protection Act 2018.
2. Candidates **MUST** inform Transport & Logistics Training Academy Limited if they have any endorsements or convictions on their licence prior to booking any driver training courses. Failure to do so may event in the course booking being cancelled and deposits forfeited. Transport & Logistics Training Academy Limited shall not be held liable for any action taken against any candidate who fails to comply with this condition.
3. Unless there is a delay in a candidate receiving their driving licence from the DVLA on medical grounds, all driver training courses must be completed within for **12 months** from the confirmed start date. **All payments received and not used will be forfeited after this date.**
4. Cancellation or transfer of a confirmed course booking by a candidate more than 15 days of prior to the commencement of a course will incur an administration charge. The administration charge will be 25% of the total course fee plus VAT (where charged), and any non-recoverable examination or assessment fees.
5. Cancellation or transfer 15 days or less before the course commencement date will result in the course cost being forfeited. This also applies to Paragraph 17 & 19 of these terms and conditions.
6. Substitution of course candidate, subject to agreement by the relevant examination board, will be accepted upon reasonable notice being given, and the original booking and fee will be deemed to be accepted.
7. A 25% **NON-REFUNDABLE** deposit is required at the time of booking. This deposit will be forfeited if a course has not been booked within 6 months of receiving the deposit or if the candidate decides to cancel the course. Payment of all course fees must be made 15 days prior to the commencement of the course unless otherwise agreed in writing by Transport & Logistics Training Academy Limited.
8. Any variations to the booking course date, time of attendance, etc. made Transport & Logistics Training Academy Limited will be notified to the candidate at the earliest opportunity. Transport & Logistics Training Academy Limited will make every effort to ensure that no changes are made to the course date, time of attendance, etc, unless it is necessary. In the event of course/ candidate cancellation made by Transport & Logistics Training Academy Limited, every endeavour will be made to ensure that the candidate is offered the next available course. All incidents and actions, including any money refunds, will be dealt with promptly and fairly.
9. Every effort is made to ensure that both the instructions and handouts/ course notes are true and correct at the time of issue. Transport & Logistics Training Academy Limited does not accept responsibility for any errors or omissions.
10. Any candidate attending Transport & Logistics Training Academy Limited premises, including using vehicles owned or operated by Transport & Logistics Training Academy Limited, will be required to adhere to any notices or instructions given to them by Transport & Logistics Training Academy Limited staff. Transport & Logistics Training

Academy Limited does not accept responsibility for personal belongings or vehicles left on the premises.

11. Where external examinations are to be undertaken and candidate details have been supplied by the candidate on enrolment, Transport & Logistics Training Academy Limited cannot accept responsibility for any inaccuracies if it is later discovered that there are errors in the registration with the examinations body.
12. It is important that adequate provision is made to ensure that candidates attending courses are able to comply with the rest requirements laid down in Drivers' Hours Regulations.
13. All delegates must comply with Transport & Logistics Training Academy Limited Safety Policy and legal obligations under the Health & Safety at Work Act 1974 and other relevant provisions.
14. If you are attending a driver training course and you have a collision (RTA/ RTC) in any Transport & Logistics Training Academy Limited vehicles and it is your fault your course will be terminated immediately and no refund will be offered.
15. Any candidate undertaking a 'Cat C Gold Package' must pay a minimum of £550 **NON-REFUNDABLE** deposit on booking, with the remaining balance spread over 4 equal monthly payments. Any outstanding balance must be paid 15 days before commencement of the driver training.
16. When booking the 'Cat C Gold Package' as soon as the Medical is booked the course is deemed to have begun. Any cancellations by the candidate after this point will result in a forfeiture of all monies paid.
17. If any payments are missed the candidate has 2 days to contact Transport & Logistics Training Academy Limited to bring the payments up to date. If a candidate does not do this, Transport & Logistics Training Academy Limited reserves the right to cancel the training with the candidate forfeiting all monies paid.
18. Any abuse or disrespect to a member of staff, instructor, DVSA examiner or other candidates may result in cancellation of the course and forfeiture of all monies paid.
19. If during driver training, an instructor believes that a candidate's driving ability and concentration is affected by fatigue, he/ she may deem it appropriate to take a driving break.
20. Any candidate under the influence of alcohol/ drugs will have their training immediately cancelled and all monies paid will be forfeited. If the instructor deems the candidate to be a danger to other road users, pedestrians or the instructor then any further training will be cancelled, and all monies paid will be forfeited.
21. All candidates attending any classroom-based course must participate during the course. Failure to do so may result in the candidate being taken off the course. Monies paid may be forfeited.
22. Any candidate attending a CPC course must attend for at least 7 hours each day as this is a legislative requirement. If a candidate does not attend for at least 7 hours each date, this will result in the CPC hours not being uploaded and the candidate may be excluded from the remainder of the course. Monies paid may be forfeited.
23. Under no circumstances should dirty clothing be worn during any Transport & Logistics Training Academy Limited course. Any candidate found wearing dirty clothing may be asked to find a change of clothes at their own expense before continuing their training.