

Terms and Conditions – RJH Motorbike Training Ltd

1. Licence and Driver Record

All students must bring a valid UK photocard driving licence. If holding an 'old style' paper licence, a valid UK passport must be shown. You must also present proof of motorcycle entitlement, including dates and any endorsements, which can be accessed at www.gov.uk/view-driving-licence. You must bring a printed or screenshot copy showing any endorsements. Failure to provide this will result in cancellation of your course or test, with no refund.

2. Payment and Course Validity

All training must be paid in full before commencement. Training must be completed within 6 months of purchase. No training will be provided beyond this period and no refunds will be issued.

3. Cancellations and Refunds

All bookings are non-refundable except in limited circumstances outlined below.

- **Amendments** must be made at least 7 days before the scheduled start of your course to avoid loss of fee.
- **Cancellation requests** must be sent in writing to booking@rjhtraining.co.uk and received with 7 or more days' notice of the course start date, we may offer a credit note/gift voucher valid for 3 months, subject to availability and at our sole discretion. A 20% administration fee will apply.
- **Refunds will not be issued** under any circumstances, except where RJH Motorbike Training Ltd is at fault or under statutory rights (e.g. cooling-off period for online purchases as per Section 4).
- **No credit, reschedule, or refund** will be offered for cancellations made with less than 7 days' notice, non-attendance, late arrival, or failure to complete any part of the course for any reason (including personal, medical, travel, or weather-related issues not caused by us).
- **Failure to meet the required standard** to proceed with road training or practical testing (e.g. during CBT or Full Licence training), the session will be terminated and the full session fee will be forfeited.
- RJH reserves the right to enforce these terms strictly in the interest of fairness to all customers and operational planning.

4. Online Orders

You have a legal 14-day cooling-off period for online orders. However, once any training has commenced, this right is voided. Written cancellation requests must be submitted within this time to: booking@rjhtraining.co.uk.

5. Punctuality and Start Times

Start times are provided in your booking confirmation. Gates close 15 minutes after the session begins. Late arrivals forfeit the session and all associated fees. CBT sessions cannot be delayed or paused for late arrivals.

6. Training Termination for Safety/Standards

- If a student fails to meet the required riding standard to proceed to the road ride (e.g., CBT or DAS), the session will be terminated and the full fee forfeited.
- If a student drops the bike twice in one session ("Two Drop Rule"), the session ends immediately with no refund.
- If a student's height, balance, eyesight, or language skills compromise safety, training will be terminated and fees lost.

7. Liability

RJH Motorbike Training Ltd is not liable for loss, damage or expense resulting from acts or omissions by its staff unless due to negligence.

8. Required Documentation

You must bring all valid documentation for training and tests. Failure to do so will result in loss of training and/or test fees and the need to rebook.

9. Weather and Instructor Illness

Training may be rescheduled (not refunded) due to extreme weather or instructor illness. Rescheduling will be prioritised at the earliest possible date.

10. Student-Owned Motorcycles

If using your own bike, it must be road legal and insured. You must bring the insurance and MOT certificates. Without proper documentation, a rebooking fee applies.

11. Clothing Requirements

Minimum clothing: denim jeans and ankle-protective footwear (no steel toe caps). Helmets must comply with ECE 22.05 or BS6658. DVSA may refuse to conduct your test for inappropriate clothing, no refund will be issued in this case.

12. Language Requirement

Basic English proficiency is required. Interpreters are not permitted. If you fail to disclose this and arrive unable to understand English, your session is cancelled with no refund.

13. Highway Code Knowledge

Students must read the Highway Code before training. Inadequate knowledge may result in cancellation of training with no refund.

14. Safety Standards for CBT

If a student is not road-ready by 1pm during a CBT, they forfeit the remainder of the day. A completion rebooking will be required at the student's expense.

15. Eyesight Standard

You must be able to read a number plate at 20.5 metres. If you cannot, training will be cancelled and fees lost.

16. Fitness to Train

Any condition affecting your ability to safely train must be disclosed at booking. We may request medical evidence. Failure to disclose may invalidate insurance and result in cancellation without refund.

17. Insurance and Damage

You are covered for third-party insurance while using RJH vehicles. An excess of £350 applies in the event of damage. Malicious damage is chargeable. A Damage Waiver can be purchased to cover this.

18. Property and Parking

Parking is free but limited. Property left on-site is at your own risk.

19. Conduct

Training will be terminated without refund for aggression, abusive behaviour, or unsafe conduct towards staff or others.

20. Right to Refuse or Amend Course

We reserve the right to refuse training or transfer you to a more suitable course at our discretion. In such cases, no refund will be given.

21. Traffic Offences

You are responsible for any penalties or fines incurred while using our bikes.

22. Alcohol and Drugs

Training is immediately terminated without refund if you are suspected to be under the influence of alcohol or drugs.