

## **Terms and Conditions**

### **1. Licence and Driver Record**

You need to bring your photo card driving licence for all courses booked with us. If you have the 'old style' paper licence, you must support this with a valid UK passport. For all courses and practical tests, you will have to bring proof of your entitlement to ride a motorcycle, entitlement dates and any endorsements. This information is now shown on your driver record held by DVLA. You can either print or screenshot a copy and bring this together with your licence. Visit [www.gov.uk/viewdriving-licence](http://www.gov.uk/viewdriving-licence). Please make sure that any screenshots show any endorsements or disqualifications. Please do not bring a code to access the driver record as this will result in you having to visit the Driver record website again. Failure to produce your driver record may result in your training course or practical test(s) being cancelled and all fees lost. It is your responsibility to provide this information and due to data protection laws, we are unable to check this on your behalf.

### **2. Payment**

All training costs shall be paid in advance of each course/lesson. All training courses purchased need to be completed within 6 months of the purchase date. No training will be provided outside of this period and no refund will be given. If you are unfortunate and fail your Mod 1 or Mod 2 test then our standard retest fees will apply.

### **3. Cancellations and Refunds**

If the student is unable to attend a Taster session, a CBT course, an individual A1-A2-DAS training session/test, Rusty Rider or Instructor Training course having not given 5 clear working days notice, or is unable to complete for any reason than default on the part of RJH Motorbike Training Ltd, then no refund will be given in respect of the training. If a student gives over 5 days notice to cancel and requests a refund for a CBT course, an individual A1-A2-DAS training session/test, a full A1-A2-DAS full course, Rusty Rider or Instructor Training course there will be an administration charge of 20% applied.

### **4. Online Orders**

Online orders are subject to a 14-day cooling off period where the buyer has the right to withdraw. In this instance, written requests are required within 14 days, please include your name and order number and send to [booking@rjhtraining.co.uk](mailto:booking@rjhtraining.co.uk). If any training has commenced, then this will be deducted.

### **5. Start Times**

Training start times are outlined in your booking confirmation email. For all training courses booked, you are required to attend on time, please allow sufficient time for your journey. Gates are locked 15 minutes after start time as we cannot wait for late students, please be punctual or you will lose your training fee. In particular, CBT courses are regulated by DVSA legislation, they have a pre-set modular syllabus therefore they cannot be delayed or postponed for an individual. We cannot offer refunds or compensation for missed training sessions/tests or late attendance. Our courses are sold as a package and we cannot refund for part elements/tests not attended.

### **7. Liability**

RJH Motorbike Training Ltd accepts no liability for any claim, loss, damage or expense arising out of acts/omissions of RJH Motorbike Training Ltd and its employees/agents.

## **8. Documents**

The DVSA will not test you if you fail to have full valid documents with you. In this event, you will be liable to pay for another Mod 1 and/or Mod 2 test(s) plus further bike and instructor hire charges.

## **9. Weather Conditions and Instructor Illness**

We train all year round however we will not be able to train you in adverse conditions i.e: Ice, settled snow, fog, high winds and in our opinion conditions which could compromise safety. If we must cancel training due to the weather or instructor illness, we will offer the nearest alternative priority dates without fee losses.

## **10. Own Bike**

You may use your own bike for CBT training so please ensure that it's legal and has L-plates fitted. We will need to see your insurance and MOT certificates. It would be an offence to ride on the public road to us if you're without a current CBT so you will need to arrange a collection/delivery at your expense. If you fail to bring your documents it might be possible to hire one of our vehicles on the day, if this is not possible a rebooking fee would apply. If you want to use your own big bike for DAS training, please contact us to make arrangements.

## **11. Clothing**

Please dress for the time of year and the activity. We can provide a safety helmet, gloves, jacket, hi-viz, and water resistant pants. You are required as a minimum to wear denim jeans and sturdy ankle protected footwear (not steel toe caps). You may choose to wear your own equipment and if so, helmets must meet ECE 22.05 or BS6658. Followers of the Sikh religion are not required by law to wear a helmet, however many of our Sikh customers choose to wear a head scarf/bandana under a helmet. The DVSA will require you to be wearing suitable clothing and motorcycle boots, otherwise they will not conduct the test and you will lose the test fee. Please check with us before you commence your training if you have any doubt.

## **12. Limited English Speaking**

To participate in training, you will need a reasonable command of the English language. If this is not the case and you require an interpreter, we as a company cannot proceed with training. In the event of not being notified and arriving with an interpreter, the training will not commence and fees will be forfeited.

## **13. Highway Code**

Although no formal test is given on a CBT course it is essential that you read the Highway Code prior to training. You will need up to date knowledge of the rules, traffic signs and regulations. You will be riding on public roads as part of your training and will need to demonstrate to your instructor correct and safe procedures. Failure to do so may cause the training to be stopped and would result in the loss of fees.

## **14. CBT Safety Standard**

Regarding motorbike control, should the student fail to reach the required safety standards that enables them to continue to the road ride element of the CBT by 1pm they will forfeit the remaining time allocated to the course. The student will be invited back to complete another full day CBT at the cost to the student.

### **15. Two Drop Rule**

There is a '2 drop' policy for insurance and safety purposes meaning if the student drops the motorbike twice in one lesson that the training for that day is immediately terminated at the students cost.

### **16. Balance/Height**

In order to participate in training, you will need to have the balance to ride a bicycle and additionally you will need your feet to comfortably reach the ground on our machines. For persons under 5ft it's best to arrange a visit prior to making a booking. If it's found that your balance/height would compromise your safety, we will not be able to train you, the course will be stopped and fees would be lost.

### **17. Eyesight**

It is a legal requirement to be able to read a number plate from a minimum distance of 20.5 metres with or without glasses or contacts which must be worn throughout your training. You must ensure you can meet this standard and you will be given an eyesight test from this distance. If you fail to meet this legal standard, we will not be able to train you and your fees would be lost.

### **18. Fitness**

If you have any medical conditions including pregnancy, physical impairment or mental illness that may prevent you from safely participating in rider training you must bring this to our attention at the time of booking. You may be required to provide us with written evidence from a medical practitioner as to your suitability to train. Failure to disclose information to us could invalidate insurance cover and the loss of any fees paid.

### **19. Insurance**

While using the company's bikes for training you are covered by third party insurance cover. However, there is an excess on the policy of the first £350 which the trainee is liable for in the event of any damage. Any malicious damage would also be chargeable. Students that purchase the Damage Waiver will not be liable to pay for any damage or excess fees. All instruction, training and riding is completely at your own risk. In common with most training schools, we do not provide personal accident or life insurance cover, so we strongly recommend you obtain this yourselves.

### **20. Parking On Site**

Motorbike parking is plentiful and free however on site car parking is limited. Your property is left at our site at your own risk and we will not be liable to any claims or losses.

### **21. Conduct and Behaviour**

RJH reserves the right to terminate training and any further tuition at any time should a member of staff or any third party be subject to violence, physical, verbal or threatening behaviour. Additionally, if a customer shows an unsuitable or aggressive attitude or is riding

our vehicles dangerously and/or taking risks that could endanger themselves or others the training would also be terminated. In these events all fees would be lost.

## **22. Refusal**

RJH reserves the right to refuse training to any person or to transfer to a more suitable course should it become necessary.

## **23. Traffic Offences**

Trainees are liable for any parking tickets, traffic offences, prosecutions, points, and fines which they may commit/incur whilst riding our bikes.

## **24. Drink and Drugs**

If your instructor suspects that you are under the influence of either drink or drugs the course will be terminated with no refund of fees.