



## **Taxi and Wheelchair Assessment Terms and Conditions**

### **1 General and Contractual**

a) These arrangements are made between BLT Driver Training ('The Company') and the Taxi Driver ('The Driver') seeking an Assessment ('The Assessment'), pursuant to policies in place within the Licensing Authority ('LA') where the Driver practices, or seeks to practice, as a Taxi Driver or in any other relevant role driving for Hire or Reward.

b) The Company is a preferred or approved provider of Assessments for certain LAs and will, on request from the Driver, undertake an Assessment on the Driver for fitness to drive a Taxi and will inform the LA of the outcome of any such Assessment. In the case of an unsuccessful test the Company will provide written feedback to the Driver.

c) These Terms incorporate the 'Important Information' and 'Code of Conduct' documents included within the booking process.

### **2 Booking and Payment**

a) All bookings will be subject to these Terms and Conditions, and the Driver confirms, by making a booking, that this is agreed to.

b) All booking fees for Assessments will be pre-paid via the Company's website using a credit or debit card. The Company will cancel any booking where payment is subsequently refused or rejected by the card provider.

c) The Company reserves the right to decline any proposed booking.

d) Where a booking is accepted by the Company, the Drivers name, contact number, email address, Postcode and relevant LA will be passed to an Assessor who will contact the Driver to arrange the Assessment including the date, time and meeting location.

### **3 The Assessment**

a) The Driver must attend for the Assessment at the date, time and location as notified and agreed with the Assessor. Failure to comply with this clause will lead to

the cancellation of the Assessment without refund of fee or re-arrangement of Assessment

b) The Driver must produce evidence to the reasonable satisfaction of the Assessor before the commencement of the Assessment as follows:

- Entitlement to Drive on UK Roads (Full Licence including photo ID)
- The Assessor may refuse to conduct, or may abandon, the Assessment should he/she have any reasonable doubts about the legal compliance of the vehicle, the vehicle's continued suitability for the test, the insurance or the driver's entitlement/fitness to drive on UK roads.

c) The Assessment will take place in a motor vehicle provided by the Driver.

d) The Driver may undertake the assessment in a manual or automatic vehicle.

e) The Assessment will be carried out by a DVSA Approved Assessor / Instructor with Fleet Accreditation.

f) The Assessment will last approximately 60 minutes and will be carried out on a route

allocated by the Assessor.

g) Notwithstanding clause f), the Assessor may terminate the Assessment early in the event of a major infringement of Roads Traffic Legislation or for another substantial reason.

h) At the end of the Assessment the Driver will receive the outcome of the Assessment, which may also be communicated to the relevant LA.

In line with DVSA, the Assessors decision is final.

#### **4 The Driver**

In accepting these Terms and Conditions the Driver warrants to the Company that he/she:

- Holds a valid current full licence permitting driving on UK roads
- Has in force an appropriate insurance policy covering the use of the vehicle on UK roads.
- That the vehicle provided for the Assessment is roadworthy and complies with all relevant UK legislation
- Is not aware of any medical reason why he/she should not be driving on UK roads

And the Driver will hold the Company indemnified on all the above matters in this paragraph.

## **5 The Company**

- a) The Company will provide the Assessment in accordance with these Terms.
- b) Whilst the Company will make every effort to carry out any Assessment as arranged, the Company will not accept any liability for any consequential loss whatsoever arising out of these Terms and Conditions or out of any Assessment and outcome thereof.

## **6 Cancellation / Refunds**

- a) Cancellation by the Company

Whilst the Company will make every effort to undertake Assessments as arranged, it reserves the right to cancel giving as much notice to the Driver as is practicable. Where the Company cancels an Assessment, an alternative booking will be offered without any charge. If an alternative booking is declined, a full refund will be made to the Driver.

- b) Cancellation / Changes by the Driver

The Driver may change or cancel the assessment date by giving 7 days' notice by email.

If you do not give the required notice, you will not receive a refund and a re-booking will attract the full fee.

- c) If you book your Taxi Driving assessment **within 7 days** of your preferred date, this is considered a **short notice booking**. Short notice bookings are **non-refundable** once confirmed.

## **7 Complaints**

- a) Any complaint relating to the driving assessment must be received in writing within 10 working days and emailed to [info@bltdrivertraining.co.uk](mailto:info@bltdrivertraining.co.uk). Please provide as much detail as possible to allow us to investigate fully. BLT Driver Training will under no circumstances accept, comment on, or review audio or video footage provided by a test candidate or third party to facilitate a challenge to the conduct of a driving assessment or its result. Any complaint received outside of this time limit will not be investigated

### **Note: Scope of Assessment**

It is Companies policy to offer Taxi Driver Assessments only within the programme and agreement. The Company does not offer pre-Assessment training, or remedial

training after a failed Assessment. Should any Assessor appear to the Driver to be breaching this policy, a complaint under 7 above may be made.

The Company offers re-tests in the event of a failure, but these should be rebooked as in 2 above and not directly through the Assessor. A retest will be charged at full rate