



Mature Drivers Confidence Builder Course Terms and Conditions

1 General and Contractual

- a) These arrangements are made between BLT Driver Training ('The Company') and the candidate ('The Candidate') seeking a course ('The Course').
- b) The Company will undertake the course with the Candidate to review their current standard, improve ability and reduce associated risks. The Company will provide written feedback to the Candidate.
- 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 Candidate confirms, by making a booking, that this is agreed to.
- b) All booking fees for courses 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 Candidates name, address, contact number, email address, driving licence number and additional information provided by the Candidate will be passed to a Trainer who will contact the Candidate to arrange the Course including the date, time and meeting location.

3 The Course

- a) The Candidate must attend the Course at the date, time and location as notified and agreed with the Trainer. Failure to comply with this clause will lead to the cancellation of the Course without refund of fee or re-arrangement of Assessment.

b) The Candidate must produce evidence to the reasonable satisfaction of the Trainer before the commencement of the Course as follows:

- 1 Entitlement to Drive on UK Roads (Full Licence including photo ID).
- 2 The Trainer may refuse to conduct or may abandon the course should they have any reasonable doubts about the legal compliance of the vehicle, the vehicle's continued suitability for the test, the insurance or the Candidate's

entitlement/fitness to drive on UK roads.

c) The course will take place in a motor vehicle provided by the Candidate.

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

e) The Course will be carried out by a DVSA Approved Assessor with additional training to support Mature Drivers.

f) The Course will last approximately 60 minutes and will be carried out on a route identified as suitable by the Trainer.

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

h) After the end of the Course the Candidate will receive a written report from the Company to summarise the training.

4 The Candidate

In accepting these Terms and Conditions the Candidate 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 Course 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 Candidate will hold the Company indemnified on all the above matters in this paragraph.

5 The Company

a) The Company will provide the Course in accordance with these Terms.

b) Whilst the Company will make every effort to carry out any Course 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 Course and outcome thereof.

6 Cancellation / Refunds

a) Cancellation by the Company

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

b) Cancellation / Changes by the Candidate

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

If the Candidate does not give the required notice, they will not receive a refund, and a re-booking will attract the full fee.

c) If you book your Course **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 course must be received in writing within 10 working days and emailed to 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 Candidate or third party to facilitate a challenge to the conduct of a course or its outcome. Any complaint received outside of this time limit will not be investigated