

TERMS AND CONDITIONS

The Terms and Conditions will form a contract between the Customer and Priestley LGV

1. In accordance with the customer protection (distance selling) regulation 2000, where a programme/course is booked without face to face contact, a customer may cancel a contract up until the expiry of a period of seven working days beginning with the day after the day on which the contract is concluded. These regulations will only apply if you book a course by telephone, fax, post or electronically using the internet. They will not apply if you visit the place of booking in person to book the course. This will be known as the cooling off period.
2. Course fees must be paid in full by the date specified upon booking unless extended credit facilities have been agreed in writing by both parties.
3. Deposits and or balances paid in full are only refundable if the course is cancelled no less than 21 days before the start of the course, less £100 admin fee. Deposits, balances or any form of part payment are non transferable.
4. Priestley LGV cannot be held responsible for any test being cancelled by the DVSA (Driver and Vehicle Standards Agency).
5. Should condition 4 occur, the customer will be charged one days further hire of vehicle which may be reclaimed from the DVSA.
6. In the event of a mechanical breakdown, Priestley LGV will provide further training equal to the amount of the time lost.
7. Priestley LGV accepts no financial penalty :- ie loss of wages, travelling costs etc in respect to condition 4 and 5
8. Priestley LGV reserves the right to terminate any customer while on the course if the instructor deems them a danger to themselves or any other person and proportion the fees charged accordingly.
9. If a customer requires a re-test and asks Priestley LGV to book one with the DVSA on their behalf, they will be required to pay the current cost of the test upon booking (non refundable) with hire of vehicle charges due either on or before the day of the re-test.
10. All customers must be in charge of all legal driving documents through the course and test.
11. Any customer who is considered by the instructor to be under the influence of alcohol or drugs will have their course terminated and all fees will be forfeit.
12. Priestley LGV will not be held responsible for any personal items a customer may leave on either company premises or in company vehicles.
13. All practical driving tests purchased by Priestley LGV on behalf of customers are subject to the Terms and Conditions of the DVSA
14. The customer must show to the DVSA driving examiner an approved form of photographic ID, a valid theory test pass certificate together with their current driving licence showing the correct entitlements on the day of their test. Failure to do so will result in the test being classed as null and void and all fees paid will be forfeited
15. Smoking is not permitted in any training vehicle by law.
16. Should a customer become ill during training and have to stop, any tuition not received will be given at a later date subject to availability. Any test fee lost must be reclaimed by the customer directly from the DVSA.
17. Any customer using violence and/or threatening behaviour to Priestley LGV staff or DVSA staff will be prosecuted.
18. All customers booking in with Priestley LGV are deemed to have read and agreed to all terms and conditions as laid out above.