

TERMS AND CONDITIONS OF TRAINING

The terms and conditions will form a contract between the 'Customer' (classed as anyone who has paid or left a deposit for any training course offered by Chevron Training) and Chevron Training known as the 'Company'.

1. All course fees must be paid upon receipt of the Company's invoice prior to the commencement of any training, unless other arrangements have been agreed with the Company.
2. Any course cancellation by the Customer prior to the course commencement must be made in writing to the Company. We do not accept telephone cancellations. A cancellation fee may be charged.
3. Any course cancellation made by the Customer where an alternative Customer cannot be found to fill the training gap will result in full course fees, including VAT and test fees, being forfeited.
4. In the event that a customer fails to complete or attend their course for whatever reason, including sickness, then all course and test fees will be forfeited.
5. The Company reserves the right to terminate any training booked by the Customer if course fees are not paid in full before course start date.
6. Any variations to the joining instructions, course date, time of attendance etc. will be advised in writing by the Company to the Customer. The company will make all efforts to keep to the original agreed course confirmation, however in the event of a course cancellation imposed by the Company; the Customer will be offered the next available course.
7. All Customers are informed of our terms and conditions which are readily available from our website and head office. All customers are deemed to have read them before requesting our service or products.
8. Substitution of Customer details for examination purposes may take place, subject to reasonable time being given and subject to the terms and conditions of the examination body.
9. Customers who are considered to be under the influence of drink/ or drugs will have their course terminated immediately and all course fees forfeited.
10. All customers undertaking any training with the Company are required to adhere to any notices or instructions given to them by any member of the Company's staff.
11. Where external examination has been arranged for the Customer by the Company, the company accepts no liability for the accuracy of the Customer details should a dispute arise with the external examination body.
12. Every effort is made to ensure course notes, presentations and any relative tuition material is correct at time of print. The Company accepts no responsibility for any errors or omissions.
13. The Company will not be held responsible for loss or damage to any personal items left in any training vehicle or on the Company's premises.
14. The Company cannot be held responsible for any practical tests been cancelled by DVSA (Driving and Vehicle Standards Agency) should this occur the Customer will be charged one extra session (4 Hours) hire vehicle. This can usually be reclaimed from the DVSA and is the responsibility of the Customer.
15. Should DVSA cancel a practical test, then every effort will be made to arrange a retest for the Customer.
16. The Company reserves the right to terminate any training course, if the Company deems the Customer to present a danger to themselves and other persons who may be affected by their acts or omission and proportion the fees charged accordingly.
17. In the event of mechanical breakdown, the Company will provide additional training equal to the amount of time lost. The Company accepts no financial penalty i.e. loss of wages, travel etc. in respect of this.
18. Smoking is not permitted in the Company training vehicles or on the Company premises.
19. Should a customer become ill while on their course, any tuition not received may be given at a later date subject to us being able to find a replacement candidate to take up the lost time. The DVSA no longer refund test fees for any reason whatsoever.
20. Should a Customer wish to make a complaint about the Company, then this must be made in writing and sent via recorded delivery to the Company within 7 days of the course ending. All complaints will be fairly dealt with by the Company.
21. It is the responsibility of the Customer to ensure they have the correct provisional entitlement when commencing a course with the Company. Failure to produce the correct provisional entitlement will result in the course being cancelled and all course fees been forfeited.
22. All Customers must comply with the Company's Safety Policy and their legal obligations under the Health and Safety at Work Act 1974.
23. The Customer will accept that if an instructor believes that the Customer is not fit to take his/her practical test for reasons of safety, including lack of progress during training, the Trainee Driver will be informed and the test re-schedule at the Customer's expense.
24. If a Customer is banned from driving before or during a course, all monies paid will be forfeited.
25. Anyone with three or more serious faults or a dangerous fault on their failure sheet will be required to undertake a minimum of one 4 hour session of training before returning for a retest.
26. All courses must be completed within 12 months of a deposit/course fee being paid. After this time any unused training fees cannot be refunded or transferred.
27. For insurance and safety purposes, all vehicles have dash cams fitted – they record both visual and audio. They will not normally be reviewed unless an incident occurs which needs further evidence.