



Building 215 The Enterprise Campus
Alconbury Weald
Huntingdon
PE28 4WX

Telephone: 01480 457439
Email: pauls.ridesafe@gmail.com
Visit us at: www.ridesafetraining.co.uk

1. Definition

In these Terms & Conditions:

"RideSafe Training" is the trading name of Alconbury Driving Centre Ltd, Building 215, The Enterprise Campus, Alconbury Weald, Alconbury, PE28 4WX, United Kingdom.

"The Customer" means the person, firm or company booking training with RideSafe Training.

"Training" means the motorcycle training provided by RideSafe Training.

"Schedule of Training" means the times and dates agreed in writing via post or email to the customer in respect of the training to be provided by RideSafe Training.

"DVSA." means the Driver and Vehicle Standards Agency the Government body authorised and responsible for driver and rider testing.

"DVSA Examiner" means the person trained, authorised and licensed to conduct the motorcycle test on behalf of the DVSA.

"Instructor" means the person trained, authorised and licensed by DVSA, and/or RideSafe Training, to conduct motorcycle training on behalf of RideSafe Training.

"RideSafe Training Disclaimer" means the customer declaration form as detailed in section 10.

2. General

Health & Safety at Work: Any relevant medical conditions and medication must be made known to RideSafe Training prior to the commencement of the course. This information will only be used if applicable in the event of an emergency.

Duty of Care: All customers will complete training on a 50cc or 125cc machine prior to transfer to a larger machine (500cc or 600cc) if applicable to the training course booked. It is the instructor's decision as to whether a student can or cannot use a 500cc/600cc machine for training and test. In addition the company policy relating to use of machines is; if a 500cc/600cc machine is dropped twice during training, the candidate will only be permitted to ride a 125cc machine. If the instructor is assisting a customer to avoid a drop of the machine this will also be classed as a drop. The instructor will decide, based on your level of competency at CBT level, whether or not the customer is permitted to transfer to a larger machine irrespective of any drops. This policy relates to health & safety and duty of care to the customer.

Safety Equipment: Customers can be provided with helmet, jacket, gloves and waterproofs for the duration of training. It is advisable to wear suitable footwear (ideally motorcycle boots or footwear to protect the ankle) and jeans as a minimum. If you have your own equipment it is advisable to use this for training.

Use of Own Motorcycle: Customers who select to undergo training on their own machine must ensure it is roadworthy, has valid insurance, valid Tax and a valid MOT. Customers may be asked to provide the vehicle documentation and will be asked to sign a declaration stating that their machine is road worthy. If the instructor, with evidence, deems their machine un-road worthy the course will be cancelled and course fees lost.

Behaviour towards RideSafe Employees: RideSafe will not tolerate unsuitable behaviour towards RideSafe employees either verbal or physical. The instructor can decide to stop training if at any time the customer's behaviour or conduct is not acceptable. No refund will be given and further training will be cancelled without refund.

Data protection: Customer details will be kept on file for RideSafe Training use only. No details will be passed to a third party. (With the exception of the DVSA request for licence details which form part of the training certificates)

Insurance: Customers' riding RideSafe Training machines will be insured under the Company's road traffic insurance policy throughout their training. The customer can increase this cover through the purchase of additional damage waiver insurance. The additional damage waiver insurance fee will cover the customer for the policy excess of currently £250 in the event of a claim due to an accident, incident or drop. The damage waiver insurance will also cover the customer for any damage that they cause to the machine throughout the training i.e. indicators, or brake levers.

Confirmed Training Dates & Times: The customer must attend on the scheduled training dates as per the customer's training schedule. Customers will not be reallocated missed training days/times. Once dates/times of courses are allocated, alterations can only be made with the required notice. Once a course is started no alterations can be made to subsequent training days. If training is not attended as scheduled, fees will not be refunded. Prompt arrival as per the training schedule is required. The CBT Training syllabus is strictly assessed by the DVSA, and courses will not be delayed or restarted. If training sessions are missed or delayed by the customer, they will require re-booking at further cost.



Building 215 The Enterprise Campus
Alconbury Weald
Huntingdon
PE28 4WX

Telephone: 01480 457439
Email: pauls.ridesafe@gmail.com
Visit us at: www.ridesafetraining.co.uk

Training Scheduling: Training will be arranged to ensure there are no excessive delays between training sessions. Additional training may be required after long training breaks and customers will be expected to take refresher training at either CBT or off road elements to ensure safety competence levels are met prior to on road riding.

DVSA Re-Test: Re-tests must be booked within a reasonable timescale. If a re-test is not booked within three weeks there may be a requirement to take an additional ½ days training. This is to ensure road safety and a duty of care to the customer. Additional training of a least two days will be required if the re-test is not taken within 3 months

Theory Test: Theory Test Booking is the responsibility of the customer. You can book on-line at www.gov.uk/book-theory-test The Theory Test certificate pass number must be given to RideSafe Training no later than 10 working days prior to the Driver and Vehicle Standards Agency allocated test date. Training can be cancelled and course fees lost if the theory test pass certificate number is not available.

DVSA Practical Test: Customers must have a valid theory test certificate in order to take a DVSA test. In order to reschedule a test date we require 14 days notice. If the theory test is not produced in sufficient time, the DVSA test will be cancelled and course fees lost. Subsequent test dates and training must be paid for in full.

Eyesight Test: The DVSA specify that a vehicle number plate must be read from 20.5 meters (67 feet). If this condition is not met, training will be cancelled and the course fees lost.

Highway Code: All road users are responsible to have a sound knowledge of the Highway Code. Training can be cancelled and course fees lost if a customer does not observe the Highway Code rules and regulations during training. Up to date copies are available from all good bookshops and should be read prior to attending a training course.

Driving Licence: The customer must bring their valid UK driving licence to all training sessions. The licence must have the correct provisional entitlement. (Please bring your photo card and, if possible, the paper counterpart).

Customers must supply the driving licence code and last 8 digits of their driving licence number prior to training by completing the online form sent to them. In case of any query, they should bring the code with them on the training day.

Code can be obtained from <https://www.gov.uk/view-driving-licence> If you have the old style licence, please bring a valid form of identification i.e. passport. In addition, for the actual DVSA test you must also bring your Theory Test Certificate and CBT certificate (DL196). **Training can be cancelled and course fees lost if relevant documentation and information is not available on or before any training session.**

3. Prices & Payments

Payments: CBT course fees must be paid in full within 48 hours of the provisional booking, in order to secure the course date. For all other courses the deposit must be paid within 2 days of the provisional booking, in order to secure the course date(s). Balance of course fees must be paid no later than 7 days prior to course start date. Payments can be made by bank transfer, cash or cheque. The course dates will be confirmed only when the full payment or required deposit is received as cleared funds. We reserve the right to cancel course dates if payment is not received.

Prices: Prices will be quoted formally in writing to the customer by email, (or post) when provisional dates are agreed. The email details sent to the customer sets out payment methods accepted by RideSafe Training.

4. Cancellations

Cancellation Policy: Once courses are confirmed sufficient notice is required for alterations and cancellations. If training is cancelled or a customer does not attend, the course dates, DVSA test and instructors time is still allocated to that course. If RideSafe Training is unable to sell a course at short notice we will incur both site hire and test fee charges. Course Fee refunds will not be given unless the customer has notified us as requested below.
Working Days Notice: Full working days notice means;

Monday through Friday 9am–5pm. Weekends and bank holidays are excluded. The day the notification is given is not classed as the first full working day.

Refund Policy for CBT Course: 5 working days notice is required in order to cancel or to change the scheduled course date. £30 admin fee will be charged for a cancellation.

Refund Policy for Full Test Courses: 14 working days notice is required to cancel a full course including a DVSA allocated test. A refund will be given less the deposit and £30 admin fee.

Refund Policy for all other Courses: 5 working days notice is required to cancel all other courses. A refund will be given less the deposit and a £30 admin fee.

Courses that have commenced: No refund will be given for courses which have been started and any subsequent training is not completed. Courses may not be rescheduled once started.



Building 215 The Enterprise Campus
Alconbury Weald
Huntingdon
PE28 4WX

Telephone: 01480 457439
Email: pauls.ridesafe@gmail.com
Visit us at: www.ridesafetraining.co.uk

Customers Non-Attendance: If a customer is unable to attend training due to illness or any other personal circumstances, no refund will be given. We recommend additional insurance is taken by the customer in order to cover for any such event.

RideSafe Training cancellations / rescheduling: In the event of weather conditions deemed to be unsafe and or other extenuating circumstance, RideSafe Training may require to cancel /reschedule training without notice. No refund will be given, as the customer will be offered the next available course date(s). (Note: DVSA Cancellations are covered by separate terms and conditions). Should a RideSafe machine break down no refund will be given but RideSafe will reschedule training to the next available dates. RideSafe will make every attempt to fit to the customers required times and dates but this cannot be guaranteed. If the machine is placed un-roadworthy by the customer i.e. the machine is dropped and RideSafe are unable to make repairs on that day then training will be cancelled with no refund.

DSA Cancellations: The DVSA test(s) are booked on behalf of the customer. RideSafe Training is not responsible for DVSA calendar or cancellations. If the DVSA cancel tests at short notice, RideSafe will charge for rescheduled training in this event. The DVSA may cancel tests due to adverse weather/staffing/examiner issues/machine breakdown and or other extenuating circumstances. The DVSA do in some instances offer compensation or a re-test, however they will not pay for your instructor's time and bike hire. You may be able to make a separate claim directly with the DVSA.

Gift Vouchers: Gift Vouchers are valid for 1 year from date of issue. No cash alternative is available and no refund will be given on gift vouchers. Courses must be booked to take place while the voucher is valid.

Pass Guarantee Scheme: RideSafe Training offer pass guarantee schemes with specific terms and conditions in addition to the standard terms and conditions. Please contact us for further details.

Special Offers: RideSafe Training offer special offer courses with specific terms and conditions in addition to the standard terms and conditions. No refund will be given on special offer courses.

5. Publicity

RideSafe reserves the right, unless otherwise informed in writing by the customer, to use the customer's name and photographs for promotional materials.

6. Liability

RideSafe Training, has no liability to the customer (whether in contract, or negligence or otherwise howsoever) in respect of the customers death or any personal injury the customer may suffer as a result of the customer taking part in motorcycle training.

7. Validity

If any part of these terms and conditions is held up by any competent authority to be invalid or unenforceable in whole or in part the validity of these conditions and the remainder of the provisions in question shall not be affected thereby.

8. Third Party

No parts of this agreement are intended to benefit a 3rd Party. No 3rd Party shall have the right to enforce any rights under this agreement.

9. Proper Law

All parties agree to accept the exclusive jurisdiction of the English Courts, in respect of these terms and conditions.

10. RideSafe Training Disclaimer

RideSafe training disclaimer: Customer will be expected to sign and accept the disclaimer whilst training with RideSafe Training and accept RideSafe Training's Terms and Conditions.

Parents/Guardians: Customers under the age of 18 must gain the permission of a relevant parent/guardian in order to commence training with RideSafe Training. The parent/guardian will be expected to read and accept the disclaimer and accept the terms and conditions as set down by RideSafe Training.



Building 215 The Enterprise Campus
Alconbury Weald Huntingdon
PE28 4WX

Telephone: 01480 457439
Email: pauls.ridesafe@gmail.com
Visit us at: www.ridesafetraining.co.uk

Customer Declaration whilst training with RideSafe Training

I,

Wish to undertake motorcycle training to prepare myself for, a Driver and Vehicle Standards Agency's motorcycle practical test, CBT test and or any RideSafe Training package, I understand this is both exciting and potentially dangerous, and further confirm as follows:

I am 16 years of age or over, have the relevant motorcycle licence category to commence training.

I acknowledge that neither RideSafe Training, nor any of their riders, employees, agents or officers, shall have any liability to me (whether in contract, or negligence or otherwise howsoever) in respect of my death or any personal injury I may suffer as a result of me taking part in motorcycle training.

I acknowledge that neither RideSafe Training, nor any of their riders, employees, agents or officers, shall have any liability to me (whether in contract, or negligence or otherwise howsoever) in respect of damage to property or other loss I may suffer as a direct or indirect result of me taking part in motorcycle training.

I acknowledge that I will follow all instructions or advice given to me by RideSafe or their employees, agents or officers, and take responsibility for ensuring that I wear and properly utilise adequate safety equipment. I understand that RideSafe will hire such equipment to me but if I choose to utilise my own equipment I take sole responsibility for verifying the state of repair of and suitability of such equipment. I will indemnify RideSafe, their riders, employees, officers and agents against all liabilities of whatsoever nature and howsoever arising in the event that I fail to follow such instructions or advice or in the event that I fail to use such safety equipment properly or at all.

I acknowledge that I am not under the influence of alcohol, drugs, (prescribed or otherwise), or any other substance which may affect my ability to competently and safely control the motorcycle provided by RideSafe for this session.

I take full responsibility for all offences and fines incurred by myself whilst in control and command of the vehicle. The declaration is valid for the entire period of my training and practical test, and is irrevocable.

If you are undertaking training on your own machine, signing below confirms that your machine is roadworthy, taxed, has a valid MOT where applicable and if not covered by RideSafe Training insurance policy via prior arrangement, is legally insured by yourself.

By signing this form, I acknowledge and agree to accept and abide by RideSafe Training's Terms and Conditions, which I have seen and read. I understand I will be liable for the excess charge of £250 in the event of a claim, accident or bike drop.

| | | |
|----------------------------|--|--------------|
| Customer Name: | | Date: |
| Customer Signature: | | |

| | | |
|-----------------------------------|--|--------------|
| Parent/Guardian Name: | | Date: |
| Parent/Guardian Signature: | | |