

## **Forklift Truck Training - Terms and Conditions**

### **Our obligation to the Customer**

- Advise the customer of the current training costs.
- The course fee covers the use of the vehicle on training and when on the practical test and running costs.
- Register the trainee FLT operator with RTITB upon successful completion of the course.
- Provide a qualified Forklift instructor.
- Provide a Forklift Truck that fully meets the minimum RTITB requirements.
- Offer conversion training where requested.
- In the event that a course or part of a course is cancelled due to breakdown of a forklift truck Viamaster Training Ltd will rebook any undelivered training for the trainee FLT Driver and at no extra cost.
- Viamaster Training Ltd will provide customers with Personal Protective clothing.

### **Obligations of the Trainee Forklift Truck Operator or Company**

- The trainee FLT operator will provide accurate and full information to Viamaster Training Ltd at all times, including any change of house address, email address or contact telephone number.
- If the trainee FLT operator is considered by the driving instructor to be under the influence of alcohol or drugs, the course will be terminated, and all training and test fees will be forfeited.
- Viamaster Training operates under strict award body regulations and courses are designed to meet their requirements; therefore the trainee FLT operator must arrive punctually at the start of each day. If more than 15 minutes late Viamaster Training reserve the right to cancel the course. In this instance lost training time will not be refunded or made up.
- In an emergency or unforeseen problem arises which prevents attendance, trainees/customers should contact the office (if outside normal working hours a voicemail can be left) or an email can be sent to [training@viamaster.co.uk](mailto:training@viamaster.co.uk) It would be at the managing directors discretion whether alternate arrangements can be made.
- In the event that a trainee FLT operator fails to attend or complete their course for whatever reason, including but not limited to certified sickness, all course fees will be forfeited.

- The trainee/customer accepts that if the FLT instructor believes the trainee FLT operator is driving dangerously for reasons of safety the course will be terminated and all course fees forfeited.
- The trainee/customer commits to conducting themselves in an appropriate manner: Viamaster Training Ltd reserve the right to terminate a course without notice should they, in their reasonable discretion, decide that a trainee FLT operator has acted or behaved inappropriately, including but not limited to verbal and physical abuse towards his/her FLT instructor or any member of staff. If a trainee FLT operator wishes to appeal such a decision, they should do so in writing to the Managing Director.
- Viamaster Training Ltd will not be held responsible for loss of any personal items left on the company's premises.

## **Training**

- Normal training hours are 7.30am to 4.30pm.
- Viamaster Training Ltd reserve the right to amend training dates and timings should the need arise. In such a case the trainee FLT operator will be given at least 24 hour's notice.
- Viamaster Training Ltd will make every effort for the trainee FLT operator to remain with the same instructor and Forklift throughout the training course; but reserve the right to change the instructor or vehicle if so needed.
- In the event of the Forklift Truck breaking down, Viamaster Training Ltd will arrange for the trainee FLT operator to have further training to make up for time lost.
- During normal training hours should the Forklift truck be required to undergo emergency maintenance the instructor will make every effort make up any lost time at no cost to the customer.
- Any complaint about the Forklift Truck training should be made in the first instance to the instructor or lead instructor before the end of the day.
- Any complaint about course administration should be made in the first instance to FLT training manager.
- Any complaint that has not been resolved by the instructor or FLT Training Manager should be made in writing to the Operations Manager no later than 48 hours after the incident.
- To reserve a Forklift Training course (not Government Funded) payment is required on booking.
- All quotes for training will remain valid for 30 days.
- We accept credit transfer (BACS / credit/debit card or cash

## **Course Fees & Payments – cancellation policy**

- To reserve an FLT training course, payment must be made on booking.
- Where payment terms have been agreed the balance must be paid no later than 14 working days (Mon-Fri) before Course Start Date. We accept payments by: BACS, Cash or Card
- The customer is permitted to make one change to the booked practical driver training, and this will be accepted provided more than 10 days' notice is given prior to the start date of course, and no additional costs are incurred by Viamaster Training. We reserve the right to charge where cancellation results in Viamaster Training incurring additional costs such as trainer or examination fees.
- Where a customer cancels a course giving 10 working days or less notice the full course fees will not be refunded.
- Where a customer cancel's giving more than 10 working days' notice fees will be refunded at our discretion. An admin fee of £30+vat will be charged and taken from the refund amount.
- If a customer fails to arrive or is a 'no show' no refund will be given. If the customer arrives late Viamaster are not permitted to make up the hours missed.
- If an unexpected machinal fault occurs to one of Viamaster' s trucks, we will endeavour to change vehicles where possible or reschedule your training/test as soon as possible. Viamaster will not be liable for additional costs that you may incur because of this.
- If Viamaster Training has to terminate the course for any reason. i.e. trainee doesn't have the correct experience, or we feel in the interest of public safety your training cannot continue i.e. under the influence of drugs/alcohol or medical conditions restrict your driving abilities no refunds will be given.
- Where a customer withdraws after starting a course, the customer will not be eligible for a refund.
- On the very rare occasion an accident occurs under supervision or instruction, the customer will be covered by Viamaster training's insurance, and you will be required to complete the relevant paperwork towards the claim.

## **Confidentiality and Data Protection**

- Viamaster Training Ltd will keep all information private and confidential which the customer supplies in connection with this agreement.
- Viamaster Training Ltd will be responsible for ensuring that the processing of personal data complies with GDPR and Data Protection Act 2018.
- Marketing - if you would like to opt out of marketing, please tick the box   
Or email [training@viamaster.co.uk](mailto:training@viamaster.co.uk) with the following information:  
Name / Date / Company title (if applicable)