

LGV Terms & Conditions

Our obligation to the Customer:

Where any term refers to the Customer and the Employer is responsible for booking and / or paying for the training, then any terms and conditions stated also apply to the Employer.

- Viamaster Training Ltd will provide the customer with DVLA forms D2 and D4 in order to apply for a provisional LGV driving licence and arrange an LGV Medical.
- Advise the customer of the current training costs (theory, practical and all test fees).
- Once an LGV medical appointment is booked a non-refundable fee is paid to the medical provider. Where a further medical is required due to customer not attending or cancelling the appointment, additional medicals will be charged to the driver.
- We will provide the driver with one 6-month access to our online LGV theory training package. If a further online access is required, this will be charged at £20+ vat per account.
- Where purchased we will book the customers DVSA test appointments for Theory, Hazard Perception, CPC and Practical Driving tests.
- Should the customer fail a Theory or Hazard Perception Test, further resits will be chargeable inline the with DVSA test fees and a £15+vat admin charge.
- Should the customer fail the Driving Test, then unless the driver has purchased a Pass Plus Package, retests will be charged at the applicable DVSA test fee plus an additional fee for 2 hours pre-test driver training and use of the training vehicle for test.
- The course fee covers the use of the vehicle on training and when on the practical test and running costs such as fuel and insurance.
- We will provide a qualified driving instructor in the category of LGV which you are being trained.
- We will provide a vehicle that fully meets the DVSA minimum test vehicle requirements.
- We will register the customer for the LGV practical driving test at a suitable test centre.
- We offer further training such as Driver CPC, and other LGV Licence categories.
- If a course or part of a course is cancelled due to inclement weather, Viamaster Training Ltd will rebook any undelivered training at a time convenient for the driver and at no extra cost.

Obligations of the Customer:

- You must pay your final balance no later than 14 working days before your training commences, if left unpaid Viamaster will withdraw the dates booked. (Unless credit agreement agreed with credit control)

- The customer must produce and always carry the necessary driving documents while undertaking a course.
- If you attend a driving course without the correct provisional entitlement(s) you will not be allowed to train, and all monies paid towards the associated course will be forfeited.
- It is your responsibility to produce to the instructor at the start of the course or theory tests, a current & correct provisional driving licence, and where appropriate a valid theory test pass certificate. Failure to do so will result in the DVSA cancelling the test and the customer will lose all fees paid to DVSA & Viamaster Training in relation to that test.
- If you are considered by the instructor to be under the influence of alcohol or drugs, or other health condition that could compromise safety or be unlawful the course will be terminated, and all training and test fees will be forfeited.
- Where the trainer considers that in his professional opinion the driver is unsafe and /or not ready to take the DVSA Driving Test unsupervised, then for reasons of safety the course or test will be terminated, and all course fees forfeited.
- Where the driver is legally required to wear glasses for driving (Code 101 on Driving Licence) then glasses must be worn at all times when driving and on the driving test.
- Any driving offences occurred whilst under instruction is your responsibility as a licence holder and we reserve the right to pass on your details to the applicable authorities.

Course Fees & Payments – cancellation policy

- To reserve an LGV training course, a **non-refundable deposit** is required. The purpose of the deposit is to cover initial costs incurred by Viamaster Training.
- Our course packages have set hours, however as the customer you need to be aware that the length of the course is chosen by yourself, if you feel you need more than what we recommend then please make us aware on booking and the extra charges will be agreed. If you feel you require further hours after starting your training Viamaster are not liable for any loss of test fee and will always try and accommodate further hours upon request.
- Driver Assessments or Driver Refreshers must be paid in full at time of booking.
- Once the driver has passed theory tests, the driving course can be booked. The remaining balance will be invoiced to be paid no later than 14 working days (Mon – Fri) before the course start date. We accept payments by: BACS, Cash or Card.
- Any customers with a credit agreement are required to pay as agreed with accounts.
- If the DVSA make changes or cancel your test, any losses including travel needs to be claimed through the DVSA. Viamaster are not liable for changes or cancellations made by the DVSA, however we will do our utmost to accommodate any DVSA changes or cancellations.

- 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 lost DVSA test 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 £60+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 vehicles 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 licence, 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 and any associated DVSA test fees.
- Theory and practical tests booked with the DVSA by Viamaster Training Ltd on behalf of the driver, will be subject to the DVSA's terms and conditions in relation to cancellation by either the DVSA or the driver.
- On the 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.

Training times

- Normal training hours are between 07:00 – 17:30 Monday to Friday.
- Viamaster Training Ltd will make every effort for the customer to remain with the same driving instructor and vehicle throughout the training course; but reserve the right to change the driving instructor or vehicle if so needed.

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 with the following information:
Name
Date
Company title (if applicable)