



Chevron Training

For all your driver training needs

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 Chevron Training's invoice prior to the commencement of any training, unless other arrangements have previously been agreed with Chevron Training.
 2. Any course cancellation by the Customer prior to course commencement must be made in writing to Chevron Training.
 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, but not limited to, certified sickness, then all course and test fees will be forfeited.
 5. Chevron Training 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 services 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 and/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 examinations have been arranged for the Customer by the Company, the Company accepts no liability for the accuracy of 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 of 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 being cancelled by DSA (Driving Standards Agency) Should this occur the Customer will be charged one extra session (4 hours) hire of vehicle. This can usually be reclaimed from the DSA.
 15. Should DSA 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 omissions 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.
 18. Smoking is not permitted in the Company training vehicles nor 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. Any test fee lost must be reclaimed from the DSA and is subject to their terms and conditions. A Doctor's certificate covering the day/s lost, including the test day must be provided.
 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 solely 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 being 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-scheduled at the Customer's expense.
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