

## TERMS AND CONDITIONS OF BOOKING A DRIVER CPC COURSE

### General Considerations

1. All prices quoted are net of VAT at current rates.
2. All bookings must be paid for at the time of booking. Confirmed places will not take place until payment has been received. No Uploads will be made without payment being received.
3. We have a Delegate Code of Conduct, which we respectfully ask all delegates to adhere to. We reserve the right to ask unruly and disrespectful learners to leave the course and our premises.
4. We will support learning needs as far as is practically possible, if you have made these known to us before the start of the course so that additional support can be provided.

### Cancellation Fees – Individuals booked on an open course

5. **All cancellations must be notified in writing, via email to [sales@just-training.co.uk](mailto:sales@just-training.co.uk)**
6. Cancellations, for whatever reasons, 7 days or less before the start of the course date, will result in **full fees being charged** for the original course date.
7. Cancellations, for whatever reason, 8-13 days of the course start date will have 50% of the fees refunded.
8. Cancellations 14 days or more before the course start date will have full fees refunded.
9. Candidates failing to attend the course, or leaving the course early, will NOT be refunded any course fees, and will NOT receive the Driver CPC Upload.

### Cancellation Fees – Group Course Bookings

10. **All cancellations must be notified in writing, via email to [sales@just-training.co.uk](mailto:sales@just-training.co.uk)**
11. Cancellations or postponements made 7 days or less before the start of the course date, will result in **full fees being charged** for the original course date, minus upload fees which will be refunded in full. Bookings with outstanding payment at the time of cancellation will still incur the **full course cost being due** if you cancel 7 days or less of the course start date. An additional fee will be charged for any new course you wish to book.
12. Cancellations more than 7 days prior to course start date will be refunded in full.

### **Specific Terms**

13. **All Drivers MUST bring with** them their Driving Licence AND Driver Qualification Card if they have ever been issued with one, regardless of whether it has expired.
14. All drivers are required to attend for **a full 7 hours of contact time**, excluding all break times. Drivers who leave early will **not receive their 7 hour upload**.
15. We accept no responsibility for drivers attending CPC training who do not have the eligibility on their licence to receive the 7 hours. It is down to the driver to ensure they are eligible to attend Periodic CPC Training.

### **Interest payable on overdue invoices**

16. In line with Government legislation, Just Training East Midlands Limited, will **charge a fee of 8%** above Bank of England base rate on all outstanding invoices from the date they become due, to the date we receive payment.

### **Upload Fees**

17. All upload fees will be charged at the time of booking. A refund will be made for any delegate failing to attend the course, or failing to stay the full 7 hours and receiving the required upload to the DVSA.

### **Insufficient course delegates – open courses**

18. Just Training reserves the right to cancel courses if there are insufficient delegates to run the course.

### **FORS CYCLE TRAINING**

19. **Group bookings of FORS Courses on clients own sites**, that require accommodation, van hire etc, have **additional cancellation charges applied**.  
In addition to our standard cancellation charges, any charges for booked accommodation and other expenses that have been necessary to accommodate an on site course, will be required to be paid for at any point due to cancellation by yourselves. This will include such things as, hotel accommodation, van hire, specific equipment requirements etc. Charges that are due from yourselves, will be the charges that we are liable for based on your initial booking information. We will charge at cost and provide copies of receipts. Where we can cancel hotels and other requirements without charges to ourselves, then there will be no charges made by us to yourselves.
20. **Drivers who are found to be deliberately damaging cycle equipment will be removed from the course and will not receive either the FORS or DVSA uploads. Charges will be made for all deliberate or negligent damages.**