

Terms & Conditions

Personal Data:

- Your personal data and information will not be shared with any other 3rd parties except for the sole purposes of booking your HGV medical, DVSA theory tests, including the multiple choice, hazard perception and module 2 case studies CPC, along with DVSA 3a, 3b and module 4 CPC tests. Your data will be held for a maximum of 3 years, after which it will be destroyed.

Orders:

- Most orders are placed by phone or online, including email. We will send you an order acknowledgement by post or email, setting out the course you have booked.
- Our acceptance of an order takes place when we take payment, unless we notify you that we do not accept your order or you have cancelled your order.
- All training will take place in and around the area of Melton Mowbray and Leicester, unless otherwise separately agreed.
- All phone bookings will be confirmed in writing by either email or post. If you do not receive this written confirmation in either form, then there maybe a problem. In this event it is your responsibility to contact TPM Driver Training on 07745414841. If you do not contact us, we will not be held liable for any lost training or tests as a result.

Pricing and Courses:

- All our prices include all tests unless otherwise stated.
- Some items are charged separately, and where this is the case it will be shown clearly on your invoice and made aware to you at the time of booking.
- Our prices are reviewed periodically but you will be told a price that will not change on confirmation of your booking. If your inquiry was some time ago, please check the current price list, which can be found on our website.

- Your course duration will be stated on your confirmation, and the training hours include the time whilst on test. Courses can be extended or shortened as long as the number of training hours is still achieved.
- In the HGV training industry, a 'day' constitutes a driving/training slot of up to 4 hours in length, and may take place anytime between 6am and 6pm.
- Your course will be run on a 1:1 basis.
- Pass protection provides you with x1 3b on road retest. It does not guarantee you a pass result. If you opt to take the pass protection offer, but do not use it, then you forfeit the cost and will not receive a refund for any part of the amount from TPM Driver Training.
- To reserve your place and course a non-refundable deposit of £350 towards the course fees is payable at the time of booking. If booking a retest or refresher training, the full amount is due at the time of booking.

Cancellation and Complaints:

- You have the right to complain about any part of the service that you are unhappy with. All complaints should be made in writing and directed to TPM Driver Training, 20 Navigation Close, Melton Mowbray, LE13 0BF no longer than 7 days after the incident took place. TPM Driver Training will endeavour to acknowledge and reply in writing within 28 working days of receiving the complaint.
- If you wish to cancel your training course you must notify us either by post to TPM Driver Training, 20 Navigation Close, Melton Mowbray, LE13 0BF or via email to tpmdrivertraining@outlook.com We must receive notice of your cancellation 14 days before your course is due to begin, otherwise we cannot guarantee you will be refunded for the whole course, minus the £350 deposit as outlined above.
- In the event of training being cancelled due to any unforeseen circumstances, for example illness or bad weather, we are not liable for any costs you may have incurred, including loss of pay, transportation. We will endeavour to do our best at making any lost training time up before the end of the course.

Training:

- All our courses are of a pre-booked nature. Therefore if the candidate is not ready for their test on the final day, they may forfeit the test appointment if the examiner/instructor or training school feels it is not safe to take the

candidate to test. In the unlikely event this happens, TPM Driver Training will not be held responsible for any costs of extra training or for the cost to replace the forfeited test. It is the candidates responsibility to ensure that their driving standard is sufficient for them to pass within the time frame of the course they have booked.

- If a candidate fails to turn up or arrives late to a training session with less than 24hrs notice, the training time will be forfeited by the candidate.
- If the candidates instructor advises, that in the interest of road safety, the candidate is a danger to others, TPM Driver Training reserve the right to terminate the course with all course fees being forfeited by the candidate.
- All candidates must ensure that they are not under the influence of alcohol or illegal substances during their course. If TPM Driver Training has reason to believe that you are under the influence of drugs or alcohol, your training will be terminated immediately and all course fees forfeited.
- You (the candidate) are expected to be well rested during the course of your training. These are intensive training courses and we strongly advise against working during your training week. If at any time your examiner/instructor or TPM Driver Training feel that it is not safe to continue with the test/training then your course maybe terminated immediately, forfeiting all course fees or you may be sent home, forfeiting the remaining time in that days training.
- All candidates must conduct themselves in an appropriate manner. TPM Driver Training reserves the right to terminate a course should we believe that a candidate has acted or behaved inappropriately, including but not limited to verbal and physical abuse towards TPM Driver Training staff or DSA staff.
- The candidate must have their driving licence and any relevant theory test certificates on their person at all times during the training and tests.

Tim Marshall Trading As

TPM Driver Training

20 Navigation Close

Melton Mowbray

Leicestershire

LE13 0BF

Contact Information

Tim Marshall

07745414841

tpmdrivertraining@outlook.com

www.tpmdrivertraining.co.uk