

Terms and Conditions – Compass Motorcycle Training School

These Terms and Conditions ("Terms") govern your booking and participation in motorcycle training courses provided by **Compass Motorcycle Training**, referred to as "we", "our", or "us". By booking a course, you ("the student", "you") agree to these Terms.

1. Eligibility and Licensing

- You must hold a valid UK driving licence or provisional licence.
- You consent to the training school validating your driving licence where necessary, and you acknowledge that no refunds or course transfers will be issued if your licence is found to be invalid.
- It is your responsibility to bring the correct documentation on the day of training. Failure to produce valid documents may result in cancellation of your training without refund.

2. Conduct and Safety

- You **must** comply with all safety instructions given by our instructors at all times.
- We reserve the right to remove any student from the course if we believe they are acting dangerously, are under the influence of drugs or alcohol, or are unfit to ride for any reason. No refund will be issued in such cases.
- Any medical condition or health issue that may affect your ability to drive or ride safely must be declared to the instructor prior to the commencement of the course.
- Eye correction must be worn where necessary.

3. Use of School Motorcycles

- We will provide a motorcycle for training unless agreed otherwise.
- You are responsible for looking after the motorcycle during training.
- You are responsible for carrying out safety checks on the motorcycle before use and report any defects, damage or safety concerns to staff immediately.
- In the event of an accident where the motorcycle is written off or is damaged, **you are liable for up to £500 excess towards the insurance claim.**
- Negligent, reckless riding or any intentional damage may result in full liability for damage costs.

4. Clothing and Equipment

- The training school will provide approved safety helmets and protective jackets for use during training; however, gloves, suitable trousers and appropriate boots are not provided and must be supplied by the client.
- Students are welcome to use their own approved safety equipment, subject to inspection.
- You must wear appropriate clothing: long trousers (no rips or holes), boots that cover the ankles (trainers are not appropriate), and no shorts.

5. Fees, Cancellation and Rescheduling Policy

- All deposits must be paid at least one week in advance of training.
- Bookings are secured only on receipt of a deposit or full payment.
- Fees are charged either in full or on a pay as you go basis, and a **non-refundable deposit** is required as set out below:
 - C.B.T held on a weekday: full course **£175** (non-refundable deposit of **£75**), **£100** paid on day of course
 - C.B.T held on a weekend: full course **£195** (non-refundable deposit of **£95**), **£100** paid on day of course
 - D.A.S course: **£1200** (non-refundable deposit of **£400**), **£200** due and paid on each subsequent day of tests and training

- **Cancellations made by the student:** cancellation notice must be given 1 week in advance of the booked date. A credit note will be issued which is valid from 12 months of issue date. **No refunds will be given.**
- Credit notes and gift vouchers are non-refundable, non-transferable and carry a cash value of 0.001p.
- **Non-attendance** without notice is treated as a cancellation with no refund.
- Cancellations by us due to adverse weather conditions, instructor illness, or unforeseen circumstances will result in a reschedule, at both parties' convenience.
- We reserve the right to cancel/cease/amend any course at any time.

6. Limitations of Liability

- We are not liable for any personal injury, loss, or damage incurred during training unless caused by our proven negligence.
- You participate in the course at your own risk.

7. Data Protection

- We collect personal data to process bookings and issue certificates.
- Your personal data will not be shared with third parties unless legally required to do so.
- Details provided by the client will be used to process test bookings on the client's behalf. This information will be shared with the DVSA for this purpose only (C.B.T certification, theory test bookings and practical test bookings).
- Client details will be retained for a period of two years to allow for reminders to be issued for C.B.T renewals and theory tests.
- Video analysis footage may be recorded and used at the discretion of the instructor. All rights to such footage are reserved by us.

8. Complaints

- If you have a complaint, please raise it with us within 48 hours, in writing (text/WhatsApp/email) so we can resolve it quickly and fairly.

9. Amendments

- We reserve the right to amend these Terms and Conditions at any time. The most recent version will be posted on our website and made available on request.

Payment of fees, including deposits, will be deemed to be acceptance of these terms and conditions.

Contact Details:

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