



### TERMS AND CONDITIONS OF BUSINESS

1. Clients MUST inform S-G Transport Training & Logistics Ltd if they have any endorsements or convictions on their licence prior to booking any driver training courses. Failure to do so may event in course bookings to be being cancelled and deposits forfeited. S-G Transport Training & Logistics Ltd shall not be held legally responsible for this action taken against students.
2. Cancellation or transfer of an agreed course booking by a customer prior to 15 days of commencement of the course date will incur an administration charge. The administration charge will be 25% of the total course fee plus VAT, and any non-recoverable examination fees.
3. Cancellation or transfer within 15 days by a customer prior to the course commencement date will result in the whole course cost being forfeited. This also relates to any reasons for cancellations stated in paragraph 17 of these terms and conditions.
4. Substitution of course delegates, subject to examination board criteria, will be accepted upon reasonable notice being given, and the original booking and fee will be deemed to be accepted.
5. A 25% deposit is required at the time of booking which will be forfeited if a course has not been booked within 6 months of the deposit received date. Payment of all course fees must be made in full 15 days prior to the commencement of the course unless other arrangements have been mutually agreed with S-G Transport Training & Logistics Ltd. Cheques accompanying booking should be made payable to S-G Transport Training & Logistics Ltd. S-G Transport Training & Logistics Ltd reserves the right through non-payment by the customer 15 days prior to the course to cancel the booking and offer the position elsewhere.
6. Any variations to the booking course date, time of attendance, etc. made by S-G Transport Training & Logistics Ltd will be notified to the customer. S-G Transport Training & Logistics Ltd will make every effort to ensure that the original instructions are complied with. In the event of course/delegate cancellation made by S-G Transport Training & Logistics Ltd, every endeavour will be made for the delegate to attend the next available course. All incidents and actions, including any money refunds, are dealt with promptly and fairly within S-G Transport Training & Logistics Ltd Quality Management System.
7. Every effort is made to ensure that both the instructions and handouts/course notes are true and correct at the time. But S-G Transport Training & Logistics Ltd does not accept responsibility for any errors or omissions.
8. Any delegate attending S-G Transport Training & Logistics Ltd's premises, including vehicles, are required to adhere to any notices or instructions given to them by S-G Transport Training & Logistics Ltd staff. S-G Transport Training & Logistics Ltd does not accept responsibility for personal belongings or vehicles left on the premises.
9. Where external examinations are involved and details have been supplied by the delegate for enrolment, S-G Transport Training & Logistics Ltd cannot accept responsibility for the accuracy if a dispute should arise with the examinations body.
10. It is important that adequate provision is made to ensure that drivers attending courses are able to comply with the rest requirements laid down in Drivers' Hours Regulations.



11. All delegates must comply with S-G Transport Training & Logistics Ltd's Safety Policy and their legal obligations under the Health & Safety at Work Act 1974 and other relevant provisions.
12. If you are attending a driver training course and you have a collision (RTA) in any of the S-G Transport Training & Logistics Ltd vehicles and it is your fault your course will be terminated immediately with no refund.
13. Cat C **Gold** Packages if not paid in full on booking must pay a minimum of £450 deposit and the remaining balance can be spread over 4 more equal payments of £350, split at calendar month intervals. However, any outstanding balance must be paid 2 weeks before commencement of the driver training.
14. If any payments are missed the individual has 2 days to contact S-G TTL and to clear the outstanding amount or S-G TTL reserves the right to cancel the training with the individual forfeiting all monies paid.
15. Any abuse or disrespect to a Member of Staff, Instructor, DVSA Examiner or another pupil/s can result in cancellation of any course.
16. If during driver training, your instructor believes that your driving ability and concentration is affected by fatigue, he/she may deem it appropriate to take a driving break for the student.
17. Any student under the influence of Alcohol/drugs will have their training immediately cancelled. If the instructor deems you to be a danger to other road users, pedestrians or the instructor himself then any further training will be cancelled.
18. All candidates attending any classroom-based course must participate during the course. Failure to do so could result in the said candidate being taken off the course.
19. Any person or persons attending a CPC course may not leave earlier than 7 hours of each day as this is legislation required, this will result in the CPC hours not being uploaded and the individual may be taken off the course.
20. Under no circumstances should dirty clothing be worn during any S-GTTL course. Any student found wearing dirty clothing may be asked to find a change of clothes at their own expense before continuing their training.