

Terms and Conditions

Introduction

This Policy and procedure sets out the **R³ Road Risk Reduction Ltd.** standard Terms & Conditions in relation to delivery of driver training courses either at the client's venue or at our Thrupton base in Andover.

Scope

This Policy applies to all **R³ Road Risk Reduction** clients and customers.

Participants attend **R³** driver training at their own risk and any liability for individuals and/or their vehicles rests solely with them.

Our commitment to you

R³ is committed to ensuring that all customers enjoy the best hands-on training of the highest quality, which is safe, effective, memorable and value for money. Whether a novice driver or experienced professional, we want you to feel welcome and enjoy expert tuition from our Trainers. We know how much our customers enjoy the practical nature of our training courses, so our terms and conditions have been carefully written to ensure that there are no misunderstandings.

Your commitment to us

Once the course date has been confirmed with a booking fee, we reserve your place at the training venue and allocate trainers for the day. If you then cancel, this will be in breach of contract and we reserve the right to retain all monies paid depending on how far from the course date the cancellation is made.

All training dates are offered on a "first come first served" basis, however we will do our best to accommodate your specific date requirements where possible.

All courses are run to a strict timetable. Please arrive in good time for registration on the day and make sure to read the joining instructions with directions that will be emailed to you in advance.

It is the responsibility of the client to ensure all course instructions supplied by **R³** are shared with all attendees in good time to be applied.

Where necessary, online licence checks will be completed before you arrive, however, on the day, all participating drivers must bring their picture driving licence as proof of identity without this you will not be able to take part.

Drivers should wear normal working PPE or workwear.

Booking and Payment

1. Places are sold on a first come first served basis and will only be confirmed once agreed payment has been received.
2. Bookings will be confirmed by email and purchase order.
3. We reserve the right to cancel or refuse any bookings with reasonable notice, without giving a reason.

Cancellations and Refunds

4. Bookings may be cancelled up to 21 working days prior to the course without charge. Any cancellations beyond this will be refunded minus a 25% admin fee.
5. Bookings cancelled fewer than 10 working days prior to an event are strictly non-transferable and non-refundable.
6. Under exceptional circumstances beyond **R³** control (for example adverse weather conditions), **R³** reserves the right to either cancel the day or change the event configuration. Where an event is cancelled in its entirety for such reasons **R³** will endeavour to notify participants of cancellation prior to the date of the event. **R³** will give participants a credit note to be used against a future re-booking. **R³** cannot be responsible for any accommodation, travel or incidental expenses incurred by customers and every effort will be made on the day for your course to continue
7. If **R³** cancels an event for reasons other than events beyond its control, a full refund will be offered.

Your Vehicle

8. It is the participant's responsibility to ensure that their vehicle is in good condition both legally and mechanically to be safe for use on the road at all times. Road vehicles should conform to MoT standards. It is the responsibility of the vehicle owner to have suitable legal insurance for road use by the driver.
9. **R³** will NOT be checking all vehicles and cannot therefore guarantee the safety of your vehicles.
10. **R³** reserve the right to inspect any vehicle and to refuse access for any vehicle deemed as being unfit. No refund or credit will be given in such circumstance.

Drivers and Passengers

11. If you are late for reasons beyond your control, we will do our best to feed you into the day, but this may mean missing some of the content. For all officially delivered DCPC courses, because of the strict learning rules, we will only have a window of 15-20 minutes. If you have any issues prior to your event, please call: 07785 773341 for assistance.

12. All drivers must hold a current valid UK/International driving license for the type of vehicle they will be driving. Some exceptions can be made by prior agreement only because we are on a private site with additional safety controls. If you have any medical condition or disability which may affect your ability to undertake the course this must be disclosed prior to the event. If you are in any doubt then please consult your Doctor. Signing the indemnity form is an official statement that you are not suffering from any illness or disability whether permanent or temporary or otherwise which is likely to affect your control of the vehicle/s being driven.

13. We request that the driver has a good understanding of the English language to ensure instructions given by the instructor are understood. If language or any other ability challenges are likely to be an issue, please let us know in advance and we will do our best to find a solution.

14. All drivers and passengers must wear seatbelts at all times when in the vehicle.

15. We have a no smoking rule when in vehicles or in any building. You will be advised of any specific area where smoking or vaping is permitted.

Alcohol and any non-medical drugs are strictly forbidden. Anyone who is considered to be under the influence of alcohol or drugs will be excluded from all activities and entitled to no refund or rebooking. In certain circumstances a breath sample may be requested and client management informed.

Registration and safety

16. While all training has been rigorously set up and suitable safety processes in place, any moving vehicle presents some risk. We therefore require all drivers, passengers and observers to complete an indemnity waiver form on the day of their event prior to commencing the course. Every customer when on site is covered by our standard public liability insurance.

17. All drivers must follow instructions from the course Instructor or any other official at all times. Safety is paramount – Instructors reserve the absolute right to exclude a participant if they feel it is appropriate to do so for any safety reason whatsoever.

No refunds are given in such circumstances.

On Site Safety

18. Venue speed limit is 20 mph.

19. Anyone reported driving recklessly or dangerously will be escorted from the venue.

20. The participant is at all times liable for damage to venue property.

In Car Filming

21. Permission for the use of an in-car camera must be received from R³

22. Hand held phones/cameras are not permitted in the vehicle. Fixed cameras must be securely mounted (these will be checked by R³ staff).

Observers

23. R³ courses are not a spectator activity, however in some circumstances a limited number of observers can be accommodated by prior agreement only.

24. No animals may be brought on site other than those officially registered for assistance.