



Waltham Forest Community Driving School Booking terms and conditions

The Booking Agreement

Any contract between you and us is subject to these Terms and Conditions. The contract shall be governed by and construed in accordance with English law and is subject to the jurisdiction of the Courts of England and Wales.

Course prices 2012/13 valid 1st January 2012

D1 - Licence Entitlement (tailored package) £595 plus practical driving @ £26 per hour

Standard MiDAS (0.5 day theory + 2 hour practical driving assessment) £70

Q jumper same day practical driving assessment £20

Accessible MiDAS (1 day + 2 hour practical driving assessment) £85

Passenger Assistant Training Scheme (1.5 days) £120

2. How to book

It is possible to provisionally book a place on a course by telephoning **020 8521 0665**. Provisional bookings will expire **5 days** prior to the date of the course if registration forms have not been received.

To confirm the provisional booking the **registration form** must be completed and returned to Community Transport Waltham Forest who will process the form and send a confirmation letter providing instructions for the training session.

You may return completed forms by email to: paul@ctwf.co.uk or alternatively post to: Community Transport Waltham Forest, 30 South Access Road, Walthamstow, E17 8BS.

Important: Practical Driving Assessment

Practical driving assessments cannot be guaranteed to take place on the same day as the theory session, in order to keep costs down we normally use one instructor to deliver all the training which requires booking a practical driving assessment on the 3 days following the theory test. We are however able to offer a same day assessment **for an additional £20** as this would enable us to book an additional instructor to do the on road assessment.

Copies of the registration form can be found at <http://www.communitytransportwf.co.uk/content/walthamforestcommunitydrivingschool>

If you are unable to access the internet we can send out the registration form by post.

3. Payment terms

Payment must be received before the start of the course or within 30 days of the invoice date, whichever is sooner; we accept payment by cash, cheque or BACS. Where necessary please provide the official purchase order number. Please note that a booking is not secured until payment is received.

BACS:

Sort code: 089030

Account number: 50044058

4. Cancellation

Should you wish to cancel your booking, please notify us at least **3 working days** before the training date. No refunds will be made after this period.

5. Non Attendance

If you do not attend a course and you have not previously informed us the full course fee remains payable.

6. Candidate substitutions

It is possible to substitute an alternative attendee on any place booked at no extra cost only if the necessary personal data for your replacement is received at least two days before the course.

7. Late arrivals

If you arrive more than 15 minutes late for a course we reserve the right to refuse to accept you for training. In such cases the full course fee remains payable.

8. Retake

If you are required to retake any module of a course the standard fee of £39 will be charged. All on road training will be charged at £26 per hour.

9. Unforeseen circumstances.

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees will be paid.

10. Complaints

If you are unhappy about the service you have received and wish to take the matter further, you must put your complaint in writing to the Director of Community Transport Waltham Forest within 3 weeks of your course giving full details of the issues relating to your complaint.

11. Data Protection Policy

We take full responsibility for ensuring that proper security measures are in place to protect the information you provide us in order to process your training booking. We will not pass any information on to any person not responsible for part of your training arrangements. However, in making this booking, you consent to this information being passed on to organisations that maybe responsible for your training arrangements.