

MOTORCYCLE TRAINING

TERMS & CONDITIONS

PLEASE READ THE TERMS & CONDITIONS BEFORE BOOKING ANY TRAINING.

Every effort has been made to ensure the accuracy of the information in these terms and conditions. They are there to protect both you the student and us. We believe that they are very reasonable, if you disagree, please contact us before booking.

- By booking any training it is deemed that you have fully read and accepted our terms and conditions. Throughout the Terms and Conditions Ticket2Ride motorcycle training may be described as; "us" "our" or "we". The student may be described as "you".
- Ticket2Ride motorcycle training and its Instructors are authorized by the Driving & Vehicle Standards Agency (DVSA), to deliver Compulsory Basic Training (CBT) and pre-test (Direct Access, A1 & A2 Licence) & post-test training (Enhanced Rider Scheme) and we abide with DVSA regulations. We also abide by RoSPA & DIA regulations in advanced rider skills training.
- You must produce a valid UK driving licence with provisional entitlement for motorcycles and a suitable form of identification (current passport) if you have an old style licence.
- If you have completed your Compulsory Basic Training (CBT) elsewhere, you must produce your certificate before you undergo any training with us.
- If you are using your own machine, you must produce a valid certificate of insurance that covers your use of that vehicle on a road and while on formal rider skills training, plus vehicle excise licence and current MOT certificate, if applicable.
- The student is responsible for any fines and endorsements as a result of any road traffic offence committed by them.
- Students must have a good understanding of the Highway Code prior to training. Any student who doesn't may have their training cancelled or extended.
- Training will be conducted in English, students must be able to fully understand and follow English to a level that they can comply from instructions over a radio system. If a student attends a course of training without a good command of English the training will be cancelled with no refund. If unsure please contact us prior to any booking.
- Students must be physically & mentally fit enough to complete training sessions. We will not refund if you are unable to do so. If it is deemed by the Instructor that it is not safe for you to continue, your training will be terminated and no refund will be offered.

Failure to Produce Documents

- If you fail to produce any of the required documents for a CBT Course then training cannot commence. No refund will be issued.

- If you fail to produce the required documentation to the DVSA Examiner on your practical tests, you will have the test terminated by the DVSA and the test fee will be lost. The DVSA will not refund a test fee for any reason whatsoever, once a test has been named, including serious medical conditions or accidents prior to the test.

Injuries & Accidents

- We will do everything we can within our power to ensure the safety of our students, however, riding any motorcycle or scooter carries risk to the rider. The student must understand these risks and agree to undergo training at their own free will. The bikes are fully insured, but you are not. We will not pay for any lost days of work or injury or damage to your personal kit in the event of an accident.
- The student must accept responsibility for their own actions during training and any possible injury caused. Students are responsible for the control of the motorcycle/scooter, we can only advise you verbally. Ticket2Ride and our Instructors cannot accept liability or be subject to any claim for any injury or accident you may suffer whilst riding independently or accompanied.
- Any student that sustains injury during their training will have their training stopped and medical attention will be sought if needed. We always recommend that medical attention is sought in all cases and that injuries are checked by a medical practitioner. However, if the student is happy to continue the training it will be at their own discretion.

Bookings / Refunds

- A deposit or, full payment (package courses), will be required to confirm the booking and training dates and the remaining balance will be required on the day of training.
- CBT, Individual Training session, ERS/Advanced assessment deposit = £50
- DAS Mod 1 / Mod 2 Course = £100 + Test fees. Test Fees will be refunded if cancelled with at least 5 working days before date of test.
- All deposits are Non- refundable and non- transferable should the student fail to attend or cancel their assessment, session or course or test delivery.
- No refunds will be given if the terms and conditions set out in this document are breached or not met.
- Payment can be made to Ticket2Ride by either debit card or cash. There is a 3% administration charge for the use of credit cards.
- Students that have qualified for a "Pairs" discount will only be awarded the discount if they book together for exactly the same training at the same time.

- When a course is discounted & advertised as such there will be specific terms and conditions stated with that offer. These terms and conditions of the offer are in addition to these Terms and Conditions.
- We reserve the right to cancel, amend or re-arrange the date and time of training, giving reasonable notice where possible.
- Full payment will be required before ANY training takes place.
- If a student starts a course but then withdraws before completion no refund will be issued and the training missed will not be transferred on to another course or person.
- In the event of any student riding in a dangerous manner or misusing the bikes and or equipment, we reserve the right to terminate training with no refund being issued.

Courses & Tests

- Full payment is required on the first day of training of any course, any student who arrives without the correct amount may have their training cancelled with no refund.
- The whole course must be booked & paid in its entirety to obtain the package course rate (The £645 Full Licence Course, for example), otherwise the normal session rates applies.
- Students are advised to book their CBT at least 2 weeks before a course, this will allow the Instructor to assess riding ability and advise on course duration. Students who have taken a CBT at another school are advised to take advantage of a riding assessment at least 2 weeks prior to the course, if the deposit is paid the assessment will be free.
- We will endeavor to train students of a similar ability on a course. If a student attends a course and is not up to a safe standard to continue, their test and possibly training maybe cancelled with no refund due. It is therefore imperative that students take an assessment and or the additional training when advised to do so. This will ensure the other student is not disadvantaged.
- It is the responsibility of the student to ensure that prior to a course (Not CBT) they have passed their Motorcycle Theory test and have informed Ticket2Ride of the certificate number. It is also the student's responsibility to bring the certificates to both tests. If you book in for a course without a valid theory test pass the tests will have to be cancelled but the training will still go ahead and no refund for the tests will be given.
- If there is only one student on a Mod 1 or 2 course the timings maybe reduced as they will be receiving 1 to 1 Tuition, a premium training arrangement when booked for and normally with an additional charge rate for the benefit of.

To book a theory and hazard perception test, call 0300 200 1122 or book online at www.gov.uk/driving-tests-and-learning-to-drive

DVSA Practical Tests

- A1 light, A2 medium and A Direct Access licences are gained through a two part practical test; Module 1 & Module 2. It is a requirement of the DVSA that Module 1 is passed before Module 2 is attempted.
- If you fail Module 1, three clear working days are required before a further Module 1 attempt.
- If you fail Module 2, ten clear working days are required before a further Module 2 attempt.
- We recommend that the Mod 1 Test and the Mod 2 Test are separated by 5 working days when tests are booked. If, however, the student requires for personal reasons the Module 1 Test and the Module 2 Test be booked either on the same day or within 5 days of each other, the student must understand that if the Module 1 test is failed, the fee for the Module 2 Test will be lost to the DVSA and any other subsequent tests will be charged at the standard DVSA Test rate.
- If the student requires further training for a re-test of either Mod 1 or 2 usual training fees apply.
- If a test is cancelled by the DVSA because of industrial action or an inability on the part of the DVSA to conduct the test, the student will be charged the full session fee which you can claim back from the DVSA.

Hiring & Possible Damages to Bikes

- Bikes are motorcycles, scooters and mopeds.
- Kit includes: Helmet, Jacket, Gloves, Over Trousers, Water proofs, Training Vests and Radio Equipment. If there is any damage to the kit when given to you it's your responsible to inform the Instructor of the fact, or you may be held liable.
- The bike and any damage to a third party are covered with fully comprehensive insurance, when undergoing actual training with us.
- Personal accident insurance is NOT included. You may wish to consult your own insurance broker for this.
- Like all insurance policies, our insurance has an excess to pay in the event of a claim, currently this is £500. Accident damage to our vehicles will be charged up to the insurance excess. The cost of the damage will be assessed by TK Cope Moto and the cost of said damage plus any labour costs will be expected within 7 working days of notification.
- Parts ordered for damaged bikes will be ordered by TK Cope Moto. We will NOT accept parts ordered by the student from other/unknown sources.

- If in the event of an accident the bike is beyond road side repair the rest of the session will be cancelled. No refunds will be issued.
- The full cost of replacements/repairs will be required for the loss or damage of keys and locks by students. Payment will be expected within 7 working days of notification. If there is any damage to the key when given to you, it's your responsibility to inform the instructor of the fact immediately or you will be held liable.
- Any delay of payment will result in immediate legal action. Ticket2Ride motorcycle training reserves the right to claim for loss of earnings if the vehicle is rendered off road, damages and/or any related legal costs.
- We will endeavor to match students with a suitable bike for all motorcycle courses, however, if we think it's unsafe for the student to ride a motorcycle due to its size or power we will transfer the training to a more suitable bike.
- Our bikes are all thoroughly maintained and serviced, however, in the event of a mechanical breakdown we will endeavor to provide a substitute vehicle. If a test, session or course has to be cancelled we will organize further training and tests at no additional cost to the student, however we will not cover any other further costs encountered by the student.
- In the event of a puncture, the training will be suspended until the vehicle is roadworthy and any lost time will be added on to another session. If the puncture occurs on or just prior to a test, any additional costs of the test and escort will be split 50/50 with the student and us.
- Students are NOT permitted to sit on, touch or ride any of our bikes without the direct permission of one of our Instructors. Students riding a bike without the instructor being present or without our permission will have all their training terminated immediately. No refund will be issued.

Hiring & Possible Damages to Kit

1. We can normally provide the use of the necessary safety equipment free of charge for those students that require it. This service is complementary and it's not a requirement for us to provide this service. We do hold a significant amount of motorcycle safety helmets and clothing in a variety of sizes to suit most normal head and body sizes, however, should a student not be able to find a helmet or item of clothing that fits, the student will have to provide his/her own. If a student is unwilling to purchase the necessary equipment or Ticket2Ride can't provide it, the training will be cancelled with no refund of deposit.
2. Students undergoing any test are advised that they MUST wear a sturdy pair of boots that cover the ankle and that allow easy use of the foot controls. We do not supply these therefore, it is the sole responsibility of the student to provide their own. No refund for missed tests will be given. Students undergoing other training are strongly advised to also wear suitable footwear as training may be cancelled with no refund offered.

3. In the event that any equipment is damaged, either by deliberate act or accident, the student will reimburse Ticket2Ride Motorcycle Training the cost to replace the damaged item within 7 working days of notification.
4. All safety equipment is regularly checked to ensure it meets required health and safety requirements. Students that require safety equipment should look after all equipment provided and return each item at the end of each training session. Any student caught stealing any kit/equipment will be banned from any further training at Ticket2Ride Motorcycle Training. No refunds issued.

Students using their own bikes

1. Any student using his/her own motorcycle for training must ensure that the vehicle complies with all legal requirements in existence at the time of training and/or testing.
2. Vehicle road tax **MUST** be valid, L plates must be displayed front and rear, and vehicle tyres must be within the legal limits.
3. The maintenance and reliability of the student's vehicle is the student's sole responsibility. If the vehicle breaks down the student will have the option to use one of our vehicles (if available) and the additional lesson fee will be charged at that time. If a vehicle is not available and the lesson has to be cancelled, then you will be charged the full session fee and no refund will be issued.
4. Students turning up on an un-roadworthy vehicles have the option to use one of our vehicles (if available) and the additional lesson fee will be charged at that time. If a vehicle is not available and the lesson has to be cancelled then you will be charged the full session fee and no refund will be issued.

Medical Conditions

1. Full disclosure must be made by the student, at the time of booking, if he/she knows of any drug/medical/medication (prescription or otherwise) or condition that could impair his/her riding ability. Failure to disclose any issues that become apparent to us will result in the termination of the training. No refund will be issued.

Eyesight Test

On the CBT or first day of training you will be expected to read a number plate from the legally required distance of 20.5mtrs. If vision aids are required to successfully complete the eyesight test, these vision aids **MUST** be worn when riding our vehicles, or the students own vehicle. Failure to clearly read and pass the eyesight test will result in the immediate termination of the students training. No refund will be issued.

Alcohol & Drugs

Arriving for any training course or Test or assessment under the influence of alcohol or drugs will result in the immediate cancellation of the entire training booked. No refund will be issued.

Driving and Vehicle Standards Agency (DVSA)

Training and testing (as arranged with and conducted by the DVSA) to be at the time, date and place specified. All arrangements with the DVSA are subject to the terms and conditions of that body, over which Ticket2Ride has no control.

Abusive Behavior

Ticket2Ride motorcycle training will not tolerate abusive behavior towards any member of our staff including TK Cope Moto staff, DVSA employee, or any other Ticket2Ride student. Any student behaving in an abusive or disruptive manner will have their training immediately terminated. They will be asked to leave the premises immediately and any incident may be reported to the Police. No refund will be given for any remaining training.

Gift Vouchers

Gift vouchers issued by Ticket2Ride are valid for a period of 3 months from the date of issue. The gift vouchers must be presented upon commencement of the training. The gift voucher is only valid on the day booked, if the student doesn't turn up or cancels the voucher becomes invalid. Ticket2Ride gift vouchers have a monetary value of £0-01 pence and cannot be exchanged or sold to a third party. No refunds for purchased gift vouchers will be given at any time. The purchaser of the gift voucher is responsible for ensuring the gift voucher recipient has all the necessary documentation required to undertake motorcycle training.

Valuables & Personal Property

All personal property is left on site at the students own risk. Valuables and other items can be locked away in the Instructors office/safe on request, however, we cannot be held responsible for any loss.

Ancillary

Ticket2Ride reserves the right and at its discretion to refund the course fee in full, instead of providing training and or test delivery.

Ticket2Ride reserves the right to vary or change these terms and conditions without prior notice. Each student on booking will be asked to read and agree to our current terms and conditions.

Ticket2Ride reserves the right to vary or change all training course prices without prior notice.

Ticket2Ride reserves the right to determine riding standards in all respects as criteria for submitting students for testing. Such criteria will be in accordance with regulations and guidance as issued by the DVSA.

Ticket2Ride Terms and Conditions can and will change in response to market forces. We reserve the right to make any changes necessary to continue to operate effectively without prior notice. However, our terms and conditions will always be published on the TK Cope Moto website and available to read at the Ticket2Ride office @ TK Cope Moto shop Colchester prior to any training. If you have any queries please contact us. 01206 868 663

Privacy

All information passed to Ticket2Ride motorcycle training will be treated as confidential. As such, no information will be shared with any other company or organization. Certain information that maybe seen to be relevant for future liaison with customers may be kept on record. Private information will be disposed of once no longer required. All data held meets the requirements set down in the data protection act.

These Terms and Conditions are important, please take the time to read them. It is your responsibility to ensure you understand our Terms and Conditions prior to booking.