



Booking with Roadwise Terms and Conditions

Below are the Terms and Conditions of booking a course with Roadwise Driver Training CIC, hereinafter referred to as Roadwise¹. Please read them carefully prior to booking.

By booking a course you communicate that you have read and understood the terms and conditions and that you agree to be bound by them.

Definitions:

1. **'You'** or **'pupil'** means the person named on the booking form as the pupil undergoing the training.
2. **'We'** or **'Us'** means Roadwise Driver Training CIC and our network of Franchised Driving Instructors working under the Roadwise Driver Training brand.
3. **ADI** means an Approved Driving Instructor registered with the DVSA (Driver and Vehicle Standards Agency). All Roadwise instructors are self-employed. They deliver driver training on behalf of Roadwise on a franchise basis.

Booking:

4. Roadwise run a network of franchised driving instructors which means that all the training courses booked by you will be provided by our Franchised Driving Instructors team.
5. Sales of vouchers made via links from <https://shop.roadwisedrivertraining.co.uk/>, <https://bookwhen.com/bookwithroadwise> and <https://bookwhen.com/youngdrivercourses> are managed by Roadwise. Roadwise act as an agent on behalf of the Roadwise Franchised Instructors in the sale and purchase of driver training services / products.
6. Roadwise Franchised Instructors are the providers of the driver training services / products. Your allocated Roadwise Instructor is solely responsible for driver training services/ products provided to you.
7. As service/ product provider your Roadwise Instructor shall be fully responsible for any and all loss, injuries, illnesses, damages, claims, liabilities and costs suffered by or in respect of a customer, caused in whole or in part by the services /products provided by Roadwise Franchised Instructor.
8. No liability or responsibility is accepted by Roadwise for any injury, illness, damage, loss, accident, expense, or any other claim arising from involvement in any services /products provided by Roadwise Franchised Instructor as they are self-employed.
9. Each course/ voucher is for the total amount of hours booked. The total hours of the course booked includes the time required for taking your practical test (if applicable) and drive home at the end of the course. Additional hours can be booked with your instructor at the agreed hourly rate and is subject to instructor availability.
10. Generally, the quoted course prices do not include test fees allowing you the flexibility and control over the learning process. It also allows you to book a test(s) (<https://www.gov.uk/driving-test-cost>)

¹ Company Number: SC257026

Registered office: Marywell Centre, Marywell Street, Aberdeen, AB11 6JF
Head office: Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE

when you are test ready. However, if the test(s) fee(s) are included in the quoted price, it will be stated in the description of your purchase.

11. You have the option to conduct the intensive course over a 7-day period or spread it over 2 to 3 weeks. This clause is only applicable to those booking intensive driving courses.
12. Classroom based training must be attended for the date(s) they have been purchased for.
13. Training sessions for Trailer, LGV/HGV and other licence acquisition services/courses that were purchased and have a fixed test date and time related to the service/course must be mutually scheduled with your Roadwise instructor(s) and attended during the week (7 days) leading up to the test, i.e. **before the test is due**. Test day marks the **end of the purchased licence acquisition service/course**.
14. In general on-road training is carried out on 1:1 basis.
15. Training for driving lessons in manual transmission vehicle(s) is available in Aberdeen, Aboyne, Alford, Banchory, Ellon, Forfar, Inverurie, Laurencekirk, Montrose and Stonehaven. Training in an automatic vehicle is available in Aberdeen and Stonehaven and a 10-mile radius thereof.
16. You must pass the legally required eyesight test (20.5m or 67 ft) before commencing any on-road training. This test will be conducted by your driving instructor at the start of the first lesson. On-road training will not be possible if the eyesight standard is not met. In these circumstances any agreed hours booked in with the instructor together with training fees would be lost.
17. You must hold a provisional driving licence which must be produced on or before the first lesson. Failure to produce a provisional licence will result in the lesson(s) being cancelled and booked hours for your session will be chargeable in full and non-refundable. You do not produce provisional driving licence if you are having Roadwise Headstart session suitable for 14+ year olds.
18. Your instructor reserves the right not to take you to test if they consider that you have not achieved the required standard.
19. We will supply driver training to the standards laid down by the Driver and Vehicle Standards Agency.
20. We will provide a vehicle which is fully insured, roadworthy, has dual controls fitted for the purpose of driver training and is suitable for driving tests.
21. We reserve the right to cancel a lesson at short notice in the event of unforeseen circumstances. In the event of a pupil cancelling a lesson with less than 48 hours' notice, a full lesson fee will be charged.
22. If the pupil is unfit to drive or does not meet the DVSA legal requirements the lesson will be cancelled with no refunds. The pupil must not be under the influence of drink or drugs at any time. If your driving instructor detects signs of the above, allotted hours for that day will be cancelled and chargeable.

Data Collection:

23. We collect information from you so that we can provide you with the required training course. This data consists of your full name, pick up address (home, work or school), postcode, telephone number(s), email address, date you passed your driving test (if applicable), country in which you passed your driving test (if applicable), any licence endorsements and the expiry date of your photo card licence.
24. We will also ask to take your photo and/or feedback about the training for advertising and marketing purposes. This will be subject to your consent.

Payment:

25. The full course fee must be paid via our booking system before training commences.
26. Cooling off period: Once you have paid for the course, you have a period of 14 days from the day after payment in which you are entitled to request a refund **providing** that the training is not scheduled to start within this 14-day period.

Coverage:

27. At present for driving lessons, we cover Aberdeen, Aboyne, Alford, Banchory, Ellon, Forfar, Inverurie, Laurencekirk, Montrose and Stonehaven. If your area is not listed, please get in touch for more information.
28. During the period of your training your instructor will aim to pick you up from your home, school or work location. However, in some locations we might request you to travel to meet the instructor. If this is the case you will be able to arrange a meeting point directly with your driving instructor.

Theory Test Material:

29. It is a good practice to combine your [theory studies](#) with on road practice as it allows you to remember things from a practical point of view. We can provide an online self-study material through our partnership with [Driving Test Success](#). You can study your theory using your phone /tablet or computer. Please visit <https://www.roadwisedrivertraining.co.uk/dts/> for more information.

Complaints or Disputes:

30. All disputes or complaints should be aimed to be solved between the client and their Roadwise instructor. Alternatively, a complaint indicating a detailed account of the situation should be sent to Roadwise team via email info@roadwisedrivertraining.co.uk or sent to our head office at Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE.
31. For Booking cancellations and refunds please see our **Refund and Cancellation Policy**.

Contacts:

32. Please contact us if you have any questions about our Terms and Conditions:
Email: info@roadwisedrivertraining.co.uk
Write: Roadwise Driver Training, Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE.