



Roadwise Driver Training CIC Refund and Cancellation Policy

Roadwise Driver Training CIC, hereinafter referred to as **Roadwise** is required to clearly communicate to the clients of their rights to cancel the product or service they have purchased from us and of the refund procedure.

This policy with a few exceptions mentioned in the section 2 ('Exceptions to the section 1 'Product or Service Cancellation Terms and Conditions') applies to all services and products delivered by Roadwise through the network of franchised instructors and subcontracted trainers.

Roadwise provides service for three client groups – private, corporate and instructors. This policy applies to all the above-mentioned client groups.

Section 1: Product or Service Cancellation Terms and Conditions

1. We appreciate that sometimes clients may require to cancel our product or service (hereinafter referred to as Booking) due to unforeseen circumstances. We try to be flexible in our approach to each individual case, however, in most occasions this has an effect on our costs and resources, i.e. trainers travel costs, trainer's lost earnings for the time that has been booked for the service delivery, venue hire and time for service/product preparation and development. Therefore, we must try to ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of the Managing Director.
2. To cancel a Booking, you must inform us by calling us on 08000 151 642 (Monday to Friday commencing at 09.00 hours and finishing at 17.00 hours), or let us know of your decision to cancel the Booking by emailing info@roadwisedrivertraining.co.uk or in writing to the following postal address: Roadwise Driver Training CIC, Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE.

During the Covid-19 pandemic our office is closed, therefore all cancellations must be communicated by emailing info@roadwisedrivertraining.co.uk

3. Cancellations will be dealt with as follows:

More than 28 working days	0% of service fee + the fees for agreed preparation and development work carried out and expenses incurred are payable in full
14-28 working days	50% of service fee + the fees for agreed preparation and development work carried out and expenses incurred are payable in full
Less than 14 working days (late cancellation)	100% of service fee + the fees for agreed preparation and development work carried out and expenses incurred are payable in full

4. Failure to attend is regarded as late cancellation and will be chargeable in full.

Section 2: Exceptions to the Section 1

5. Due to the nature of some our training programmes, we must allow shorter Booking cancellation periods. These are the following:

Training Type	Cancellation Terms	How it is communicated to the client?
Driving Lessons (manual, automatic or refresher)	<p>Cancellations must be arranged directly between a client and their Roadwise driving instructor.</p> <p>When cancelling a lesson please ensure that your instructor has received notice of your intention to cancel. <u>Text or voicemail messages will not be accepted.</u> (09)</p> <p>In the event of a client cancelling a lesson with less than 48 hours' notice, a full lesson fee will be charged. (08)</p> <p>All monies paid to Roadwise are deemed to be a binding contract between payee and their Roadwise instructor (05)</p>	<p>These conditions are stated in the '<u>Conditions of Acceptance</u>' which each client is made aware of before the first lesson.</p>
HeadStart (16+) <i>On hold until further notice</i>	<p>Cancellations made with less than 7 (seven) days' notice or failure to attend on the day will mean that the session will be fully chargeable and monies paid will be non-refundable and/or voucher will be considered redeemed.</p> <p>Late arrival on the day will mean that session may need to be curtailed.</p> <p>Cancellations must be communicated to the office staff using contact details indicated in point 2.</p>	<p>Cancellation terms are indicated in booking confirmation email as well as in ticket Information (if booking via bookwhen.com platform)</p>

Section 3: Refund

6. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.
7. If a cancellation was received more than 28 working days before the commencement of the Booking we will arrange a full refund unless agreed costs for service/product preparation and development were incurred. Then these will be deducted from the refunded balance.
8. If a cancellation was received 14 to 28 working days before the commencement of the Booking we will arrange a 50% refund unless agreed costs for service/product preparation and development were incurred. Then these will be deducted from the refunded balance.
9. If a cancellation was received less than 14 working days before the commencement of the Booking no refund will be arranged. A client may also be liable for paying fees incurred for agreed preparation and development work carried out.
10. If a cancellation is related to Booking of services falling under the **section 2** then it will be dealt as follows:

Training Type	Arrangements
Driving Lessons (manual, automatic or refresher)	<p>If a cancellation is received more than 48 before the lesson is due, then it can be rearranged at the discretion of the Instructor.</p> <p>All monies paid to Roadwise are deemed to be a binding contract between payee and their Roadwise instructor, therefore, any refund must be directly arranged between a client and their driving instructor.</p> <p>If lessons were paid using a voucher, which was not redeemed by the instructor, then the outstanding balance must be agreed with instructor first who then advises the office team to refund the agreed amount.</p>

	<p>If a voucher was not used in full and is not expired, then the outstanding amount can be used against other Roadwise services or refunded.</p> <p>Vouchers with expired date will be automatically considered redeemed and no refund will be arranged.</p>
<p>HeadStart (16+)</p> <p><i>On hold until further notice</i></p>	<p>If a client decides to cancel booking before 7 days prior to service commencement, then the office team can arrange the full refund of the monies paid.</p> <p>If a voucher was not used in full and is not expired, then the outstanding amount can be used against other Roadwise services or refunded.</p> <p>Vouchers with expired date will be automatically considered redeemed and no refund will be arranged.</p>

Section 4: Vouchers

11. Vouchers can be purchased via <https://shop.roadwisedrivertraining.co.uk/products>. If a voucher was given to a client as a present, it is not expired and it wasn't automatically redeemed as a result of late cancellation or failure to attend then, the outstanding amount can be reimbursed to the person who purchased the voucher.
12. Vouchers are valid for 12 months.
13. Vouchers with expired date will be automatically considered redeemed and no refund will be arranged.
14. If a voucher was not used in full and is not expired, then the outstanding amount can be used against other Roadwise services or refunded.

Section 5: Funded Training

15. Some of our clients who train with us have arranged a funding mechanism in place to partially or in full cover the training costs, e.g. Transition training funding.
16. If a client needs to withdraw from the training, then they or the funding body (depending on the regulations) will be refunded with the amount that was not used for the training. Records of conducted training for each client will be kept in place to provide funding body with the accurate information.
17. Exact amount of a refund will depend on the specific course and circumstances.

Section 6: Changes to our Refund and Cancellation Policy

18. We keep our Refund and Cancellation Policy under regular review. This Policy was last updated on 8th December 2020.

Section 7: How to Contact Us

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