



1. **Licence.** Students must have a valid licence acceptable for riding a motorcycle in Great Britain. Students will be asked to present their licence for checking. It is the responsibility of the student to ensure their licence is valid and contains accurate information. No training will be conducted without this. On DVSA Test days, students are reminded that it is their responsibility to ensure their licence and other relevant documents are presented to the DVSA Examiner when requested. Suffolk Rider Training cannot refund any payments made or due as a result of a Test cancelled for this reason.
2. **CBT certificate.** If training on the roads students must have a valid, in date, certificate of completion of a CBT course unless this course is in progress at the time or a full motorcycle or validated moped licence is held. Students will be asked to present this document for checking if the CBT course was completed at a school other than Suffolk Rider Training.
3. **Eyesight.** Students must be able to read a standard number plate at 20.5 metres as detailed in Road Traffic Legislation. All new students will be required to undergo a basic eyesight check. If glasses are needed, they must be worn throughout the training sessions.
4. **Fitness.** Students must be physically and mentally fit to undergo training to ride a motorcycle. They must have the ability to safely ride a pushbike prior to attending for training. Any disability must be disclosed to Suffolk Rider Training on booking. Wherever possible, Suffolk Rider Training will try to help with disabilities but where safety is likely to be affected, Suffolk Rider Training reserves the right to decline to offer training or to terminate training if a session has already commenced. Refunds of payments made or due in this event cannot be made.
5. **Language.** Training will be conducted in the English language. Students must be able to understand and speak English sufficiently competently to enable training to be effective and safe.
6. **Payments - CBT and individual sessions** Students are required to make full payment in advance. At **least 5 working days notice** is required to cancel any CBT or training session to receive a refund. Late arrival for any training session will result in the session not running and no refund will be given.
7. **Payments - Courses.** For courses a **minimum of 2 weeks notice is required** for cancellation or change of course dates. Insufficient notice will result in no refund being given. Late arrival for any training session will result in the session not running and no refund will be given.
8. **Training Sessions & Tests.** We, and the DVSA, reserve the right to alter training sessions (CBTs and courses) and DVSA test dates/times without notice. If a training date or test has to be rescheduled due to adverse weather conditions or other extenuating circumstance, it will be rescheduled for the next available date. Refunds or compensation cannot be given for dates that require rescheduling, regardless of circumstance. Any pre-payments or gift cards / vouchers will only be held on account for upto 12 months. If a test is cancelled by the DVSA due to Examiner equipment failure or their illness, there will be no charge for rescheduling the test or training session accompanying the test. However, if the DVSA cancels the test due to adverse weather conditions the customer will need to pay in full for the escort session .
9. **Health and Safety.** Suffolk Rider Training is committed to providing a pleasant and safe environment for its customers, visitors and staff. Students are required to demonstrate a reasonable standard of behaviour throughout training sessions and whilst on the premises.

Any abusive, threatening or insulting words or behaviour will result in the training being terminated and the student being asked to leave. Further action as appropriate may also become necessary in extreme circumstances.



A comprehensive Health and Safety Policy is adopted by Suffolk Rider Training and students are required to comply with all reasonable instructions from staff to ensure this is maintained.

10. **Clothing.** Students are expected to wear sensible clothing when attending for training suitable for riding a motorcycle on the road. A minimum dress code of denim jeans or other sturdy leg wear and suitable footwear providing a degree of ankle protection is expected. Students who fail to comply with this dress code may be prevented from commencing a training session and the session terminated with loss of fees.
11. **Care of equipment.** Students are required to treat all Suffolk Rider Training premises and equipment with care and respect. The cost of any damage to either, which results from deliberate misuse by a student will be charged for.
12. **Use of own Motorcycle.** If a student wishes to use their own motorcycle for training, this is only permissible for CBT retakes. The student motorbike must be roadworthy and road legal bearing in mind the age of the student. L plates must be displayed properly and there must be adequate insurance cover in place. MOT and Vehicle Excise Licence requirements must be met. If the bike fails to meet these requirements, or breaks down during a training session, then the student must pay in full the price of using a Suffolk Rider Training bike or the session will be terminated. No refund of payments made or due can be given in these circumstances. The full price of any return session in the future will be charged.
13. **Conduct of Training.** The Suffolk Rider Training Instructor team are all qualified and trained motorcycle instructors who undergo a continuous process of professional development. Whilst wherever possible student wishes in relation to proposed objectives will be catered for, the instructor of any particular training session will have the final decision as to how the training is conducted. This includes choice of motorcycle and whether a training session is terminated for any reason. It will also include assessment of weather or other external conditions affecting safety.

14. **CBT courses**

There are 2 levels of CBT course - the Standard and Fast Track renewal. It is your responsibility to provide honest and accurate information as requested to enable appropriate course selection. The Fast Track renewal course is designed on approximately 1/2 days duration. The Standard CBT is not necessarily a "one day course". Although many do complete within that time, a significant number of students with no previous experience will require longer than that to become a rider safe to ride unaccompanied on the road.

(1) On a Fast Track Renewal course, if the information given is found to be incorrect, making it impractical to complete the course within the normal parameters of that course, then the course will be terminated, and no refund of fees can be allowed. Students must have a current valid CBT certificate.

(2) On a Standard CBT we always endeavour to commit to achieving a good level of progress with every student. In the interests of student welfare and general Health and Safety, the progress of each student will be reviewed at lunchtime approximately 1/2 way through the day. If it is clear to the instructor that more time will be needed to complete the off-road exercises in bike control at that point, then the student will be asked to finish the day then. Factors such as potential fatigue (physical and emotional), weather conditions, available daylight and the operational needs of any other students on the same course will have to be taken into account. The student may have as many return visits on a 1-2-1 basis thereafter on subsequent days as needed to reach the required standard at the rate of £55.00 per hour (including bike hire) provided that return sessions take place no longer than 4 weeks after the initial CBT course or previous session as appropriate.