

# Terms relating to free retest training

## **General:**

We care about providing you with the full details of the contract being entered into between you "The Customer" and us, Flair Trailer Training "The Company". We have endeavoured to ensure that all our terms of business are fair and are designed to offer protection to both parties should the need to refer to them arise.

## **(4) Terms relating to any free retest training**

(4.1) Where a booking includes a free retest training session this covers the vehicle hire only. It does not include the DVSA driving test fee which must be paid by the candidate at the current rate. Free retest training is limited to 1 training session per retest attempt.

(4.2) Where a booking includes a free retest training session, this additional time includes the time required for the actual driving test. For clarity this means that a free additional 4 hour training session includes the test itself which is approximately 1.5 hours in duration.

(4.3) Where a booking includes a free retest training session, anyone with two or more serious or dangerous faults on their test failure sheet will require two retest training sessions. 16 or more individual driving faults will be counted as a serious fault.

(4.4) Where a booking includes a free retest training session, anyone with a serious or dangerous fault for the reversing exercise on their test failure sheet will require two retest training sessions even if it is the only serious or dangerous fault recorded. This is because there is insufficient time to attend the reversing area for remedial training and take another test in a single training session

(4.5) Where a booking includes a free retest training session, any candidate that chooses to terminate the driving test while it is in progress and before it would have ended normally will require two retest training sessions. This will also apply if the examiner terminates the test early on public safety grounds. In the event of a test ending prematurely due to mechanical failure clauses (4.3 & 4.4) will only apply if the test report form DL25 already had been marked with 2 or more serious or dangerous faults.

(4.6) For clarity where Terms (4.3 or 4.4 or 4.5) apply this means that the candidate will still receive one session Free of Charge and pay for the second session at the current rate.

(4.7) Where a booking includes a free retest training session, any candidate that does not book a retest within 2 months of failing a test will require two retest training sessions for the next retest.

(4.8) If any candidate that is entitled to free retest training fails to attend any part of the original scheduled training sessions they will have broken their agreement with us. In this case any further tuition must be paid for. This clause is intended to prevent candidates missing parts of the training and claiming additional free training if they fail the test.