

Terms and conditions

LGV AUTO PASS Ltd will assist the trainee in the following:

Assist the trainee in deciding if they are suited to a career in LGV Driving.
Arrange the doctor's appointment for the LGV provisional licence.
Assist in completing the LGV provisional forms D2 - D4.

LGV AUTO PASS Ltd will book the Theory & the Hazard Perception test if a package course has been arranged.

All training must be completed within 12 months of the deposit date otherwise the candidate will lose their fee.

On completion of the Theory and Hazard Perception test, LGV AUTO PASS Ltd will support the trainee in helping to decide the course best suitable.
LGV AUTO PASS Ltd will book the LGV Driving Test with the DVSA using our priority booking service.

Trainee's obligations

The trainee will provide accurate information including up to date contact details to LGV AUTO PASS Ltd at all times during the training.
The trainee will be in possession of all necessary valid legal documents whilst undertaking the training course(s).

The trainee must have a valid licence, detailing the correct provisional licence entitlement for the appropriate course.

Should the trainee not have a valid licence; be disqualified or banned from driving the course will be forfeited.
The trainee will show the LGV Examiner, his or her driving licence and must act in a professional manner.
If the trainee is thought to be under the influence of legal or illegal substances or medication that may impair his/her driving, the course will be forfeited. All training must be completed within 12 months of the deposit date otherwise the candidate will lose his/her fee.

It is the responsibility of the trainee to ensure that he/she attends any training or test time.
Should the trainee fail to attend it is the responsibility of the trainee to re arrange at his/her expense.

Our obligations

Training will be undertaken with an experienced LGV Instructor on a 1-2-1 basis

Our training usually lasts between 2 to 5 days during weekdays. Weekend training can be arranged if necessary.
Training will usually start from 08 00am-12 00pm or 12 00pm-4:00pm.

Training for 4 hours in length is referred to as a day in LGV Training

The length of the course will be a minimum 16 hours inclusive of the test, these hours can be split between 2 to 5 days.

To reserve a course a deposit of £250 will be required. This will be an administrative charge to include costs to arrange medical fees theory online study pack and test bookings.
All courses must be paid in full within 2 weeks of the practical start date prior to training taking place.
If the course has not been paid in full before the course is due to start the course will be forfeited resulting in the loss of the deposit.

Practical training courses are charged at the current rate inclusive of VAT.

Pass protection is offered at an additional cost of £250.00 subject to annual review.

Pass protection allows the trainee 1 extra attempt to include a minimum of 1 hours training before the practical test. Pass protection can only be redeemed on practical training. Pass protection can only be accessed if the trainee has been on a first attempt test and this has been paid at the outset before the course commences.

LGV Auto Pass Ltd will endeavour to provide services with reasonable skill, due care and attention to the trainee. In the event that your instructor considers and advises that, in the interest of road safety you require further training LGV Auto Pass Ltd has the right to refuse the use of the vehicle for the driving test. LGV Auto Pass Ltd is not responsible for any additional costs for re-test.

LGV Auto Pass Ltd advises and recommends the trainee against working during his/her training week as we expect you to be alert and focused during your course. Should you decide to work during your course it is your sole responsibility to ensure that you are not tired which may result in a lack of concentration.

If the examiner or instructor finds that you are not safe to continue to train or take your test due to signs of tiredness or exhaustion LGV Auto Pass Ltd reserves the right to terminate your training or test until it is considered fit to drive. Any training costs will be forfeited and will not be reimbursed.

LGV Auto Pass Ltd will offer dates to the candidate to commence the course. Upon receipt of the full payment of the course the trainee has 12 months to complete the course. Where the trainee fails to complete the course within this time frame the course fee will be forfeited.

LGV Auto Pass Ltd will reallocate without any charge where there has been any missed training due to unforeseeable circumstances at the fault of LGV Auto Pass Ltd.

Data Protection Act

LGV AUTO PASS Ltd will not give out any personal information, with exceptions to the DVSA when booking The Theory / Hazard Perception CPC and practical tests.

Cancellations and Complaints

We have a 14-day cooling off period once a contract has been entered into. Provided no services have commenced a full refund can be given subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. However if any services have started then this will be excluded by LGV Auto Pass Ltd. When a training course is cancelled after 14 days and within 3 months of the training start date 50% of the course fee are liable to be paid. After 3 months and within 12 months no refund is due.

Should the trainee be dissatisfied with the services provided by LGV Auto Pass Ltd you have a right to complain. Please provide any complaints within 7 days of the incident occurring to info@lgvautopass.co.uk

LGV Auto Pass Ltd will acknowledge receipt of any complaints or refund request in writing within 7 working days of receipt and provide a reply in writing within 28 working days.

Should the trainee wish to cancel his/her training course completely LGV Auto Pass Ltd must be notified in writing by email to info@lgvautopass.co.uk