DRIVE

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'DRIVEOnline Pro' Money Back Guarantees and Offers

GUARANTEES 1 & 2: DRIVE QUALIFICATION MONEY BACK AND UNLIMITED RETRAINING GUARANTEES

Our course comes with a Qualification Money Back Guarantee. This guarantee is designed to give you the confidence in our training and product.

If you are unsuccessful in the DVSA Qualification Process we will provide retraining as necessary to prepare you to reattempt the DVSA Qualification process at no extra cost and if you are still unsuccessful, we will refund your course fee.

This guarantee is subject to you meeting the following terms and conditions – That:

- all payments are up to date and made promptly when due;
- you complete DRIVEOnline as prescribed by us on both first and second cycles*;
- you present all completed DRIVEOnline materials and workbooks upon request;
- On the Trainee Licence, additional training, DRIVEOnline materials and workbooks to meet the DVSA requirements is completed fully and our advice is followed explicitly;
- you MUST have completed the DVSA testing process once and be studying DRIVEOnline in your 'second cycle'* having started Part 1 again and failed x 3 attempts at P3 once more.
- you have attended an assurance session** before your 3rd attempt at Part 2 or Part 3 of the second cycle, should you not pass on first and second attempts.
- you MUST follow the trainer's advice explicitly.

*(if required)Second Cycle refers restarting the DVSA process following 3 x test failures at Part 2 or Part 3. Please see DVSA regulations for further details.

** Assurance session will be with one of our Training Department heads and will be arranged if needed.

The Guarantee IS NOT in place to refund someone that simply wishes to end the course. Once the initial right to cancel period has expired, you are bound by the terms of the contract and no refund is available (except as described above)

GUARANTEE 2: DRIVE '50K PA GUARANTEE' TERMS AND CONDITIONS

Should you earn (gross – ie before any deductions) less than £50,000, we will refund your initial training fee.

This will be paid in full no more than 30 days after receipt of your tax submission.

This guarantee is subject to you meeting the following terms and conditions – That:

- as above in the 'Money Back Guarantee', plus:
- you join the 'DRIVE Driving School' and have worked on a 'full time' basis (35+ hours expected);
- you make yourself available to teach and do not refuse any pupils referred to you;
- you agree to and complete any and all promotional activity as required by the Driving School, including use of all marketing and promotional tools;
- you have use our DRIVE diary app to allow us to book pupils;
- you have followed all of our support and advice in explicitly and in full;
- you agree to submit a copy of your first HMRC Self Assessment form (SA302) to us;
- all terms in your Driving School Franchise Agreement have been/were met in full;

Any refunds due will be paid in full no more than 30 days after receipt completed your successful submission and at our sole discretion.

OFFER 1: DRIVE 'TEST FEE REFUND GUARANTEE' TERMS AND CONDITIONS

This offer is ONLY IF APPLICABLE to you.

Once you have qualified and completed your first minimum 12 month term, we will return the cost of 1 attempt at each test to you.

This guarantee is subject to you meeting the following terms and conditions – That:

- as above in the 'Money Back Guarantee', the plus:
- you MUST be in possession of your ADI Licence;
- You MUST have completed your first minimum 12 month term in the driving school;
- You MUST provide written evidence that you were offered this promotion in the form of an email from our recruitment team, a copy of the recruitment slides.
- you MUST submit to us proof of payment(s) of you test fees within 28 days of the above;

Any refund due will be paid in full no more than 30 days after receipt completed your successful submission and at our sole discretion.

OFFER 2: 'TRAINEE LICENCE REFUND GUARANTEE' TERMS AND CONDITIONS

This offer is ONLY IF APPLICABLE to you.

Once you have qualified and completed your first minimum 12 month term, we will return the cost of trainee licence fee to you.

This guarantee is subject to you meeting the following terms and conditions – That:

- as above in the 'Money Back Guarantee', the plus:
- you MUST be in possession of your ADI Licence;
- You MUST have completed your first minimum 12 month term in the driving school;
- You MUST provide written evidence that you were offered this promotion in the form of an email from our recruitment team, a copy of the recruitment slides.
- you MUST submit to us proof of payment(s) of you trainee licence fees within 28 days of the above;

Any refund due will be paid in full no more than 30 days after receipt completed your successful submission and at our sole discretion.

OFFER 3: DRIVE 'TRAINING FEE REFUND' TERMS AND CONDITIONS

This offer is ONLY IF APPLICABLE to you.

Once you have qualified and completed your first minimum 12 month term and subsequent 12 month term in the driving school, we will return the cost of your training fee to you.

This guarantee is subject to you meeting the following terms and conditions – That:

- as above in the 'Money Back Guarantee', the plus:
- you MUST be in possession of your ADI Licence;
- You MUST have completed your first minimum 12 month and are in a subsequent 2nd 12 month term in the driving school;
- You MUST provide written evidence that you were offered this promotion in the form of an email from our recruitment team, a copy of the recruitment slides.
- you MUST submit to us proof of payment(s) of your training fee within 28 days of the above.

Any refund due will be paid in full no more than 30 days after receipt completed your successful submission and at our sole discretion.

OFFER 4: DRIVE '4 WEEKS FRANCHISE FEE' TERMS AND CONDITIONS

This offer is ONLY IF APPLICABLE to you.

Once you have qualified, completed your first minimum 12 month term and are in a subsequent, 2nd 12 month term in the driving school, we will give you a 4 week franchise holiday.

This guarantee is subject to you meeting the following terms and conditions – That:

- as above in the 'Money Back Guarantee', the plus:
- you MUST be in possession of your ADI Licence;
- You MUST have completed your first minimum 12 month and are in a subsequent, 2nd 12 month term in the driving school;
- You MUST provide written evidence that you were offered this promotion in the form of an email from our recruitment team, a copy of the recruitment slides.
- you MUST request your franchise holiday in writing to the Driving School support team 28 days before you wish the period(s) to start;
- you MUST request your franchise holiday as either: 1 x 4 week period, 2 x 2 week periods or 4 x 1 week periods;
- you MUST submit to us proof of payment(s) of your training fee within 28 days of the above.

Any refund due will be paid in full no more than 30 days after receipt completed your successful submission and at our sole discretion.