

## **Drivers Domain UK.com – Voucher Terms & Conditions. General.**

1. This contract is between Zinc e-Consulting Ltd t/a Drivers Domain UK.com (“us”, “we” and “our”) and you as a private individual or business including employees/directors (“you” or “your”) and governs the terms and conditions for the supply of our services.
2. We may change or supplement these terms and conditions from time to time, including, without limitation, the course fees, format of courses, and payment terms. We will contact you giving one month's notice in relation to any of these changes.
3. Our terms and conditions apply to all our services offered. It is your responsibility to familiarise yourself with all relevant terms and conditions.
4. These terms and conditions apply to Zinc e-Consulting Ltd t/a Drivers Domain UK.com, Suite 3 High Street Chambers, 10/11 High Street, Shrewsbury, Shropshire, SY1 1SP, and are subject to English Law.

### **Service.**

5. Upon attending any of our courses, as a voucher gift or otherwise, all drivers must be able to produce a valid driving licence that can be legally used in the UK at the time of the advanced driving course unless otherwise agreed.
6. If you provide an illegal vehicle or inadequate driving documents your tutor reserves the right to cancel the course and you will not be eligible for a refund.

The tutor also reserves the right to stop the course immediately if they feel under threat in anyway during the course.

7. Whilst we take every care in choosing suitably qualified tutors, we will not be held responsible for any damage, injury or losses which result during the course due to the negligence of yourself, another driver, pedestrian or your tutor. All tutors we supply are employed on a freelance basis and have their own extensive professional indemnity insurance. This insurance covers them against any claims you or anyone else may make due to negligence or a breach of duty of care, when instructing a driver.

8. All our tutors are on the Register of Approved Driving Instructors with the DVSA (Driver and Vehicle Standards Agency). By being on this register allows them to legally be paid for driver training. It is illegal for anyone who is not on this register to be paid for any form of on road driver training.

9. If your specified tutor cancels due to illness you will have to reorganise an alternative date and time. The tutors decision will be final should a course need to be cancelled due to adverse weather. No refunds will be given for such cancellations, and a new date will be scheduled.

10. It is your responsibility to ensure your **vehicle is adequately insured** whilst you are receiving driver training with us. We would strongly recommend you contact your insurance company and check with them that you are fully insured when receiving professional driver training. We will not be held responsible for any damage, injury or losses, which arise from inadequate or invalid motor insurance before, during or after any driver training.

11. If you cannot attend the course for whatever reason you must give your tutor **at least 10 days notice**. Giving less than 10 days notice could mean that you may lose your course. As you can appreciate, tutors will clear their training diary in advance for you, and so cancellations can result in a days lost business.

You will need to contact your specified tutor if you cannot make the course. They will always try their very best to ensure you do the course at a time convenient to you.

12. We offer customer support that is available between 8:30hrs to 17:30hrs Monday to Friday (excluding Bank Holidays)

### **Unacceptable Behavior Policy.**

13. We operate a strict code of conduct policy. All customers will be treated in a fair and courteous manor.

14. Our tutors are highly trained individuals who are dedicated to offering a professional and fair service. However, they expect to be treated fairly in return. Any trainee who displays abusive, offensive or otherwise inappropriate behavior will be dismissed from the course without compensation of training fees.

### **Data Protection:**

15. We comply fully with the 6 principles of the GDPR (General Data Protection Regulation):

The GDPR Principles are:

- 1: Personal data shall be processed lawfully, fairly and in a transparent manner
- 2: Personal data should be collected for specific, explicit and legitimate reasons
- 3: Personal data processing should be adequate, relevant and limited to only what is necessary
- 4: Personal data should be accurate and where necessary up to date
- 5: Personal data should only be retained as long as necessary
- 6: Personal data should be processed in an appropriate manner to maintain security

You can read our Privacy Policy at [www.advanced-driving.co.uk/privacypolicy/](http://www.advanced-driving.co.uk/privacypolicy/)

You acknowledge and consent for your personal data to be provided to a tutor (Data Processor) for use for your driver training. You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.

### **Complaints:**

16. If you have any complaints about the advanced driving course, please bring it up directly with your tutor. If no action is taken we deem this to be unsatisfactory. In this instance please contact us directly and we will do our best to help. All complaints must be submitted in writing to the company office:

Drivers Domain UK.com, Suite 3 High Street Chambers, 10/11 High Street, Shrewsbury Shropshire, SY1 1SP

### **Voucher:**

17. The name on the voucher is the person who can take this course. If you wish to change the name, you can do so at time of booking for no additional fee.

18. This voucher is valid for 12 months from the date it was sent via email.

19. You have up to 14 days from date of order to receive a full refund of this course.

20. You are attending the course entirely at your own risk.