

SmartDriving Driving Instructor Training  
Teesdale South, Thornaby Pl,  
Stockton-on-Tees  
TS17 6SG  
0800 09 88 321  
training.support@smartdriving.co.uk

### 'SmartDriving iCoursePro' Money Back Guarantees

#### SMARTDRIVING QUALIFICATION MONEY BACK GUARANTEE

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 SmartDriving iCoursePro as prescribed by us on both first and second cycles\*;
- you present all completed SmartDriving iCoursePro materials upon request;
- On the Trainee Licence additional, training 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 SmartDriving iCoursePro 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).

## **SMARTDRIVING PLACEMENT MONEY BACK GUARANTEE**

Our course comes with a 'Placement Money Back Guarantee'. This guarantee is designed to give you the confidence of a guaranteed position with a driving school upon qualification.

Once you have qualified and have your ADI Licence, we will arrange the set up of a franchised position with our driving school DRIVE, or a partner school, or we will refund your training fee in full.

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

- as above, plus:
- you MUST be in possession of your ADI Licence;

## **SMARTDRIVING '40K PA GUARANTEE' TERMS AND CONDITIONS**

Should you earn (gross – ie before any deductions but after DRIVE's franchise fee) less than £40,000, 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, 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 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;
- Have followed all of our support and advice 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

## **SMARTDRIVING 'Test Fee Refund' TERMS AND CONDITIONS**

Once you have qualified, we will return the cost of 1 attempt at each test to you.

This will be paid in full no more than 30 days after receipt of your test booking

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

- as above, plus:
- you MUST be in possession of your ADI Licence;
- you MUST submit to us proof of payment(s) within 28 days of you obtaining your ADI licence;
- we will pay this amount to you once your Driving School Agreement (minimum and subsequent periods) have ended and all terms as above have been met.