



Terms and Conditions for Training and Test bookings for Cars & Trucks: -

Please read our business policy carefully. By making a booking with us you are agreeing to the following terms and conditions:

Booking Policy - 100% of the training and test fees need to be paid at least 24 hours prior to the scheduled booking.

Late Arrivals, Cancellations & No-shows -

No-shows and late arrivals and cancellations enormously effect our business. We understand that life presents unforeseen circumstances that may prevent you from attending your training and tests, however, we require a minimum 48 business hours' notice if you no longer require your booking. Please give us as much notice at possible so that we can free up our bookings and attempt to fill the allotted time. Our cancellation policy is to protect our businesses bottom line to ensure our prices remain affordable and to ensure that we do not unnecessarily block out booking times that other clients could have.

CANCELLATIONS (or reschedules) within 48 business hours of the booking start time because of whatsoever reasons - we forfeit the entire payment made and would not process any refunds.

CANCELLATIONS (or reschedules) outside of 48 business hours of the booking start time because of whatsoever reasons - we reserve the right to charge administration fees# and refund the balance booking amount.

#Administration Charges for Truck training/test booking- \$250

#Administration Charges for Car training/test booking - \$150

*Our Business Hours are Monday to Friday from 9 am to 5 pm. Any notification of cancellations outside these hours will be considered on the next business day and will be dealt with accordingly.

LATE ARRIVAL - If you are more than 15 minutes late and have not contacted us to tell us that you will be late, then we will assume you are not coming and will consider that as a no show. If you have contacted us and are later than 15 minutes, the session will still always finish at the designated time and would not extend by whatever amount of time you are late.

NO-SHOWS - a no-show is where a client does not attend a scheduled booking. In an event you do not turn up to a scheduled booking without giving any prior notice because of whatsoever reasons, we reserve the right to charge 100% of test fee as a no-show fee. Further, the student is liable to pay for 1 hour training charges on account of misspending our time and resources.

Refund Policy -

When a booking is cancelled without adequate notice, we are unable to fill this time slot by offering it to somebody else. Because of this we do not give full refunds. Any refund whatsoever will take up to 30 days to process.

Our biggest priority is making sure you are happy with your bookings and the service you received. If you have any concerns, please let us know and management will be more than happy to help.

Accidental Liability - Any damages caused to the vehicle due to an accident by the student while on training or assessment, the student is liable to pay the excess amount for the insurance claim.

Other Terms and Conditions: -

- In case of any sudden change of circumstances from your end and you are not able to make it on time for your booked training or test, and you inform us of the same as soon as the change of circumstances occur, we would give you the credit to the amount paid with which you can rebook at a later date. However, no refunds will be processed whatsoever under any circumstances. Your credit will be valid only for 6 months from the date of such change in circumstances and is not transferable.
- It is your responsibility to always carry all your relevant Identity Cards with you. In case you fail to do so and your training or test is adversely affected by it, you are liable to pay for the rebooking (in case required) and any amount already paid for the original booking will be forfeited and no refunds will be processed whatsoever under any circumstances.
- It is your responsibility to arrange for an interpreter in case you need one to pass the written and/or practical test at the transport office.
- Global Driver Training is at the discretion to change the test date, time or location as per the availability with the TMR.
- Global Driver Training is at the discretion to use any other truck / car in case the original truck / car in which you took the training has undergone a breakdown or is not roadworthy.
- If you are unable to proceed towards your original scheduled practical training and test for whatsoever reasons (for e.g., unable to clear the written test, fail to show up, etc) which results in cancelling or rescheduling the practical training and/or test, then you are liable to pay for the cancellation/rescheduling fees and for any other charges that may incur because of it.
- In case you fail to clear the practical test, you are liable to pay for the test fees again for rebooking the test and for any additional training as required and/or any other charges that may incur because of failing the practical test and for any additional training as required.
- In case the trainer from Global Driver Training arrives late for the training, it is the responsibility of Global Driver Trainer to compensate for the lost time by giving additional training to the extent of the lost time.
- In case you have recently relocated from interstate and TMR doesn't transfer the interstate licence straightaway to Queensland licence and causes delay to obtain further verification, which results in cancelling or rescheduling the practical test, then you are liable to pay for the test fees again or any other charges that may incur because of such rescheduling.
- Kindly check the address properly for the concerned training / test location. In case you end up reaching at a wrong location, it will be treated as a NO SHOW.
- In case you have recently relocated from overseas, it is not the responsibility of Global Driver Training if the transport office does not accept the overseas licence which results in cancelling or rescheduling the practical test. In that case, you are liable to pay for the test fees again or any other charges that may incur because of transport office not accepting your overseas licence, and any amount already paid for the original booking will be forfeited and no refunds will be processed whatsoever under any circumstances.
- If you have booked for both car and truck trainings and tests but are unable to clear your car test first, which makes you ineligible to proceed towards your subsequent truck training and tests, then it results in cancelling or rescheduling the subsequent truck training and practical test, for which you are liable to pay for the test fees again and/or any other charges that may incur as a result of you not being able to clear your car test.
- In relation to the previous above clause, there may be instances wherein the transport office requires a verification letter for the overseas licence held by you. It is your responsibility to arrange for the same from the consulate. In case you are unable to do so on time and it results in cancelling or rescheduling the practical test, then you are liable to pay for the test fees again or any other charges that may incur as a result of not being able to arrange the verification letter on time, and any amount already paid for the original booking will be forfeited and no refunds will be processed whatsoever under any circumstances.
- If there is any dispute, please email on info@globaldrivertraining.com.au or contact: +61 478 163 800 and the management team will get back to you with the resolution within 48 business hours.