

TCC (Test Cancellation Cover) Terms and Conditions

What is 'TCC'?

Test Cancellation Cover is a guarantee agreement taken out with Crowlands Driving School that in the event of the customer's practical driving test being cancelled by DSA (Driving Standards Agency), the customer would receive a vehicle and instructor for the duration of a replacement test free of charge.

The customer would also have the assurance that no money will need to be paid for the replacement test as Crowlands Driving School will claim directly for any Out of Pocket Expenses that may be liable to be claimed regarding the hire of the vehicle and instructor for test.

What does the 'TCC' actually cover?

On the cancellation of a practical test by DSA, the 'TCC' shall cover the following:

- The supply of a vehicle and instructor for the duration of the single test at the end of the course of which the insurance had been paid to cover.
- The guarantee that Crowlands Driving School will not ask for any monetary payment from the customer and that we will claim directly from DSA for any Out of Pocket Expenses.

General Terms & Conditions

Validity

In order for the TCC to be valid, the following must apply:

- The TCC fee must be paid for in full.
- The TCC must be purchased and be valid before the course in which the insurance is being taken out for has commence. It cannot be purchased during a course.

Other Agreements

- In the event of Crowlands Driving School claiming directly, the customer must give their full cooperation in assisting us in claiming back any monies that may be entitled under the DSA's Out of Pocket Expenses terms and conditions.
- If the customer also wishes to claim for their personal out of pocket expenses such as wages, child care and travel costs, then Crowlands Driving School will work in full cooperation with the customer to create a case of claim from DSA.

Transfer of TCC

In the event of a test not being cancelled and the customer fails their test, the TCC is automatically transferred to the retest. Although, the retest must be within 30 days. If Crowlands Driving School cannot supply a date within 30 days, then the TCC shall be transferred to the earliest date possible.

Cancellation of TCC

Once the TCC has been purchased, the fee is non-refundable although the agreement can be cancelled by the customer at any time and also by Crowlands Driving School following the reservations below.

Reservations

Crowlands Driving School reserves the right to cancel this agreement at any time where the customer is in breach of the above agreements. Where this is the case, no monies are refundable.

If the customer breaches the above agreements after which a time Crowlands has already honoured its obligations, then the customer must repay Crowlands Driving School all expenses incurred to Crowlands including all wages relating to office staff in filling out claim forms.

End

- This agreement at no point guarantees the repayment of any fees to the customer. It also does not apply to any test, retest or any other test that is cancelled by any other means other than DSA.
- This agreement at no point relates to any type of insurance. It is simply a guarantee from Crowlands Driving School to the customer.
- By purchasing TCC, you state that you agree with all terms and conditions.

Definitions

Duration of the test: The duration of the test refers to the time of the test itself with an additional hour before and after in order for the vehicle to travel to and from the test location.

Out of Pocket Expenses: Out of Pocket Expenses refers to any monetary loss such as wages, travel costs and child care. In the case of Crowlands Driving School claiming directly, this also referred to fuel, instructor wages and loss of profit.

'We', 'Us', 'Crowlands' and 'Crowlands Driving School' refers to Mr. W. Birch T/A Crowlands Driving School.

'You', 'Your' and 'You're' refers to the customer of whose practical driving test it in is question.