



**Thank you for booking your intensive driving course with us!**

We are delighted to be part of your journey to a full driving licence and all the freedom and opportunities it brings.

## Our contact information



0333 014 7072

[action@myintensivecourse.com](mailto:action@myintensivecourse.com)

1 Jistcourst House, Llewellyns Quay, Port Talbot, SA13 1RF

[www.myintensivecourse.com](http://www.myintensivecourse.com)

As a new customer you will be allocated a course coordinator who will send you their contact details by SMS

**Dear Customer,**

Please read the whole document.

Thank you for booking with us at myintensivecourse.com. Please know, your booking and payment have been safely received, thank you!

### **In the next few days**

As you have received this email, it means your booking has been processed and your course coordinator has been appointed. Your course coordinator is the expert who will guide you to completion and prepare your intensive driving course. You will receive several SMS and emails.

If you are unsure of anything, please reach out to us on: 0333 014 7072, or: [action@myintensivecourse.com](mailto:action@myintensivecourse.com)

## Payments & Guarantee

Your payments are always secure with, My Intensive Course Ltd.

There are two payments required during your time as a customer with My Intensive Course. Please see terms and conditions for full details.



### 1 - Deposit Payment

The deposit payment is the payment you have made to secure your course. We do not take balance payments up front unless you have booked with a finance option. The deposit payment secures all the resources and services included in your intensive driving course.



### 2 - Balance Payment

The balance payment is the final amount you are required to pay no less than seven days before your confirmed start date. You do not need to do anything now. We will request this payment as soon as you have a confirmed course schedule in place.



### 100% Money back guarantee

All new customers from August 1<sup>st</sup> 2023 are entitled to a full refund if My Intensive Course fail to pair you with one of our course instructors within 4 weeks (28 days) from first booking or within informing us you have passed your theory test. This does not mean your course starts within the four weeks as we can only secure free dates within your course instructor's diary. Please note, there are circumstances that will void this guarantee. Such as, if you have been paired with a course instructor who you have not responded to, or if you use a cancellation app to move your placement or confirmed driving test.



### Refunds

All customers have a 14-day cooling off period in which time you can request a full refund. However, should a refund be requested for any reason you will be asked to complete a, "refund request form", online. If however, you have accepted and confirmed a course schedule within the 14 days this revokes the right to a refund as My Intensive Course will have at this point secured financial commitments that are non-recoverable.

## Your intensive driving course

Depending on what tests you require this will determine the structure of your intensive driving course.

\*Please remember, there is still significant delays in some areas due to the ongoing backlog caused by Covid 19 restrictions.



### Theory & driving test

Your intensive driving course, in-car sessions can only start after you have successfully completed your theory test. The reason for this is due to scheduling problems should you not pass.

After booking your course coordinator will book your theory test and provide you with the login credentials to study for your test. You will be entitled to unlimited free resits should you fail, providing you have followed the tuition guide and score the set marks or above in the tuition material. You do not need to send this to us, we can see it on your pupil dashboard.

On the day of your theory test, you will receive a good luck SMS with a link to notify us of the result. We will reach out with your options should you fail. However, 98% pass first time when engaging with tuition properly. If you pass, we will know this from your notification and take the next steps. You do not need to do anything at this stage, your course coordinator will reach out to you. (See next item for further details).



### Driving test only

At this stage you have passed your theory test or have booked having already passed.

Your course coordinator will change your status to, “sourcing instructor”. This is automated our end and puts the course details into our system to match with one of our course instructors whose diary shows the most suitable availability. As soon as your course instructor confirms they are available to cover your course we will send your contact details for them to introduce themselves and discuss your preferred course schedule. You can decide the dates, times and session durations before both submitting the course schedule. Your course coordinator will double check the details with you both and apply to the DVSA for a driving test to fall at the end of your course. As there is still some delays across the UK, we may book you a, “placeholder test” and submit the details to our test transfer system. Please do not be alarmed if your placeholder test is a long way from home. We already know your preferred test centres and will transfer the test as soon as a date becomes available.

### **DO NOT USE A CANCELLATION APP TO MOVE YOUR TEST AS THIS WILL BYPASS OUR SYSTEMS!**

Our national average waiting times to start are four weeks. You will know your course schedule much sooner than your start date. Please note, we will always offer you the earliest dates in your course instructors diary.

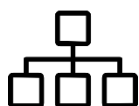


### Scheduling your hours

Your My Intensive Course instructor will reach out to you, normally within 48 hours of confirming with us, they can cover your course. Your course status will change from “Sourcing instructor” to, “sourced – waiting for confirmation. You will receive an SMS confirming this with details of what is happening behind the scenes. We will have sent them your contact information and booking details so they know the course obligations to discuss with you.

As soon as you have discussed and agreed a proposed course schedule your course instructor will submit the schedule to your course coordinator who will then reach out to confirm this with you. If you confirm, the hours are locked in, and we send the request for the balance payment. This MUST be

paid no less than 7 days before your agreed start date. If not, your course may not start and be delayed. So please, ensure you have the time free from other commitments when you agree the schedule and have the funds available for payment.



### Your intensive course structure

All course instructors are professionally qualified and approved by the UK government. So, as they are the experts, it is common practice for your appointed instructor to use the first meeting with you to gauge your ability and devise a plan with you to prepare you for your driving test in the best way that suits you. Depending on the duration of your sessions you are likely to cover a range of topics from the syllabus. Please remember to bring your progress and timecard to all in-car sessions.



### Your driving test

As part of the process, your driving test is booked by the office upon your confirmed course schedule. The reason for this is to ensure we request the right dates from the DVSA from the start to prevent any overuse of the test transfer system that locks on the sixth move.

Remember, it is ok to not be ready for your test. It is best to plane the test for more than five working days from the start of your intensive driving course. This way, if your course instructor advises you there is a good chance you will not be ready, we can move the test up to six times, but we must allow 5 working days' notice to move it. And, if you get to within the 5 days the test fee will be lost, and you will be asked to pay another £62.

Please note, your course instructor is a highly qualified and government approved professional, and their assessment may be that you are not at a safe, independent standard to take the driving test. If this is the case, your course instructor has the right to deny you the use of their tuition vehicle for the driving test.



### Placeholder driving test explained

A placeholder driving test is simply a driving test booking to get you into the DVSA system and for us to capture the all-important reference number. We use the reference number in our systems to move your driving test. For example, your preferred test centre may have no availability for your chosen dates. And your course coordinator will do all they can during open hours to source your preferred date and location, but our systems continue to work when we are closed. Our systems are with your preferences to automatically capture a test that becomes available, so long as it matches the programmed criteria. You may notice your first test is booked for a centre a long way from home. Don't be alarmed, we would never expect you to travel.



### Fast track driving test explained

Your course coordinator will work hard to negotiate and secure a driving test to match your course dates by utilising our business agreement with the DVSA and our software that is designed to pair test dates to your preferred test centre, within acceptable range of your final course date.



### What next

Sit back, relax and use your free time to study for both parts. Theory and practical.

- Theory study – Theory test pro
- Practical study – Learn 2 Drive Pro

After you booked, you will have been sent links to pair with the tests you have included in your intensive driving course. If you can not find them, call or message your course coordinator who will resend the links and passwords.

## **Terms & Conditions of My Intensive Course Ltd.**

### **Article 1. Introduction**

My Intensive Course Ltd., herein referred to as "The Company," is a private limited entity registered (Company Number: 13969627) and operating in accordance with the laws of the United Kingdom. The Company specializes in providing comprehensive driving education services across the nation.

#### **Trading Address:**

My Intensive Course LTD,  
1 Jistcourt House,  
Llewellyns Quay,  
Port Talbot, SA13 1RF

#### **Registered Business Address:**

86-90 Paul Street,  
London, England,  
United Kingdom, EC2A 4NE

**Operational Model:** The Company coordinates a network of driving courses accessible throughout all major UK regions. These services are delivered by a cadre of independently contracted Approved Driving Instructors (ADIs).

**Contractor Status of Instructors:** Each instructor engaged by The Company operates as a self-employed contractor. This independent status signifies that each ADI is solely responsible for their financial matters, including but not limited to tax liabilities, insurance, and adherence to relevant self-employment regulations as stipulated by UK law.

**Regulatory Compliance:** The Company commits to upholding the highest standards of integrity and transparency in its operations. It adheres to all legal requirements pertinent to its business activities, including data protection laws and any mandates from official government departments.

### **Article 2: No Guarantees (Nature of the Non-Refundable Deposit)**

The deposit, once paid, secures the enrolment of the pupil in the designated course. It is non-refundable except under specific conditions pre-defined by The Company. These conditions include instances where The Company fails to secure or provide any part of the course and its inclusive elements, such as a theory test (if purchased), a driving test, and a fully qualified course instructor. The deposit encompasses various charges, the details of which are explicitly outlined by The Company.

**Absence of Assurance on Test and Course Dates:** The Company does not assure or warrant the provision of driving tests on specific dates or at the conclusion of the intensive course. Further, The Company does not commit to initiating in-car sessions within any advertised "average start date" period.

**Provisional Nature of Course Dates:** All course start dates mentioned in The Company's promotional or operational materials, including but not limited to the website calendar, are provisional and subject to confirmation. The Company shall not be liable for any inconveniences or costs incurred due to changes or delays in these provisional dates.

### Article 3: Customer Vetting

**Assessment of Pupil Competency:** My Intensive Course Ltd., herein referred to as "The Company," exercises reasonable diligence in assessing the driving competency of prospective pupils to determine the most appropriate course duration. This assessment is based on information provided by the pupil or their legal guardian.

**Limitation of Responsibility for Information Accuracy:** The Company shall not be held liable for any misrepresentation, inaccuracies, or omissions in the information provided by the pupil which may impact the suitability or effectiveness of the assigned driving course. It is the responsibility of the pupil or their legal representative to furnish accurate and complete information regarding their driving experience and competency.

All course instructors are professionally qualified, and government approved. They all work in partnership with the DVSA's, "[Ready to pass](#)" campaign. It is never expected of your course instructor to take you for test if in their professional opinion you are not at a safe driving standard. If the driving test is missed due to the learner not being ready, the company in liaison with the course instructor or learner will endeavour to reschedule the driving test. However, if this decision is within the three working days' notice period the learner will be responsible for paying the additional £62 for a more suitable test date.

**Disclaimer of Liability for Course Suitability:** The Company disclaims any liability for the misalignment of course duration and the pupil's actual skill level when such misalignment is attributable to erroneous or incomplete information provided by the pupil.

### Article 4: Course Payments

**Structure of Payment Obligations:** Under the terms and conditions of My Intensive Course Ltd., herein referred to as "The Company," course payments are bifurcated into two distinct components: a non-refundable deposit and a balance payment. Alternatively, full payment may be executed through a finance option.

**Nature of the Non-Refundable Deposit:** The deposit, once paid, secures the enrolment of the pupil in the designated course. It is non-refundable except under specific conditions pre-defined by The Company. The deposit encompasses various charges, the details of which are explicitly outlined by The Company.

My Intensive Course will issue a full refund if:

- We fail to pair you with a course instructor within four (4) weeks of booking.
- We fail to secure a theory test for you within forty eight (48) business hours
- We fail to supply you with access to our online theory training system within forty eight (48) business hours. (Only if your booking includes a theory test).
- We fail to secure you a driving test within forty eight (48) business hours of booking or passing your theory test if you have not passed your theory test at the point of booking.

**Balance Payment and Finance Option:** The balance payment, distinct from the deposit, is solicited subsequent to the confirmation of course scheduling and instructor assignment. In cases where the finance option is selected, the pupil enters into a separate agreement with the finance provider, subject to its own terms and conditions.

**Transparency of Payment Terms:** The Company commits to providing clear and comprehensive breakdowns of all charges and fees within the deposit and balance payment, ensuring transparency and informed consent from the pupil or their legal guardian.

### Article 5: Theory and Driving Tests

My Intensive Course Ltd. coordinates with relevant testing authorities and provides necessary scheduling arrangements for the administration and management of theory and practical driving tests for its clientele. The Company does not govern the tests themselves as all tests are conducted by government agencies.

**Rebooking and Cancellation Protocols:** The Company establishes specific conditions under which theory and driving tests may be rebooked or cancelled. These conditions are designed to comply with the regulations of the testing authorities and to provide clarity and fairness to the pupils. The rebooking protocol requires 3 clear working days' notice to move or cancel the tests, otherwise the fee is forfeited, and the responsible party (pupil or instructor) will be liable for the next payment.

## **Article 6: Course Start Dates and Duration**

**Confirmation of Start Dates:** My Intensive Course Ltd. engages in definitive scheduling practices to confirm the start dates of driving courses. This confirmation is made in collaboration with the assigned driving instructors to accommodate both the instructional capacity and the pupil's availability.

**Establishment of Course Duration:** The duration of each driving course is established and agreed upon at the point of sale. This process ensures that both the pupil and the instructor have a mutual understanding and agreement on the length and scope of the driving course, providing a clear framework for the instructional period.

## **Article 7: Driving Instructor & Student Responsibilities**

**Instructor Qualifications and Independence:** Driving instructors associated with My Intensive Course Ltd. are required to maintain valid qualifications as per regulatory standards. As self-employed entities, they are bound by contractual obligations delineating their responsibilities in delivering driving instruction. These obligations include adherence to the company's operational guidelines while maintaining their autonomy in financial and business decisions.

**Student Responsibilities:** Students engaging with the services of My Intensive Course Ltd. are obligated to possess a valid provisional driving license. They are responsible for ensuring compliance with all prerequisites for participation in driving tests and courses, including, but not limited to, meeting vision requirements and carrying necessary documentation during tests.

**Change of Instructor:** Customers are not permitted to change their assigned instructor after the commencement of the course, except under the following conditions:

- 1. The assigned instructor is using a vehicle with the incorrect transmission type.
  2. The instructor's cancellations have significantly disrupted the smooth progression of the course.

**Complaints about your instructor:** Customers wishing to file a complaint about their course instructor must do so immediately upon the issue arising. My Intensive Course will not investigate complaints submitted retrospectively. The customer is required to provide substantive evidence supporting the complaint.

## **Article 8: Refund & Cancellation Policy**

My Intensive Course Ltd. implements a stringent policy regarding deposits, where all deposits made by students for course enrolment are non-refundable unless the company fails to prepare any part of the course. This does not include delays beyond our control, such as delays and cancellations by external sources or bad weather affecting safety on course hours or test dates.

**Conditions Governing Course Hours and Absences:** The policy specifies conditions under which course hours are managed, including scenarios involving missed lessons by students and instances of instructor illness. The rules are detailed for different scenarios, such as intensive and semi-intensive courses, addressing rescheduling, missed hours, and responsibilities in case of cancellations by either the instructor or the pupil.

**Detailed Terms for Course Adjustments:** The policy further elaborates on the terms under which course adjustments can be made, ensuring clarity in the event of unforeseen changes or cancellations/delays such as DVSA moved tests, adverse weather affecting safety.

**If you decide to withdraw from the course:** If the customer decides to withdraw from the course after it has started, the deposit paid is entirely non-refundable. Refunds of any remaining balance are subject to the sole discretion of the course instructor.

### **Article 9: Behaviour and Complaints**

**Zero-Tolerance for Abuse:** My Intensive Course Ltd. upholds a strict zero-tolerance policy regarding any form of abuse, harassment, or violence directed towards its staff, instructors, or associates. This policy is rigorously enforced to maintain a safe and respectful environment for all parties involved.

**Structured Complaints Resolution Process:** The company has established a comprehensive complaints handling procedure, designed to address and resolve any grievances or disputes in a structured and efficient manner. This process ensures that complaints are treated seriously, investigated thoroughly, and resolved in accordance with the principles of fairness and transparency.

### **Article 10: Cooling-off Period**

My Intensive Course Ltd. (hereinafter referred to as "The Company") recognizes the statutory rights of consumers to have a period for reflection and reconsideration of their contractual obligations. Accordingly, The Company offers a statutory cooling-off period of fourteen days from the time of contractual agreement or enrolment (hereinafter referred to as the "Cooling-off Period"), during which the consumer (hereinafter referred to as "the Client") may rescind the contract without providing any justification and without incurring any penalty. The Client is entitled to a full reimbursement of any monies paid within this Cooling-off Period.

### **Article 11: Payment Options**

The Company is an authorized credit intermediary and appointed representative of Social Money Ltd., doing business as Payl8r (Company Number: 08054296), a financial institution duly registered and operating in England. Payl8r is regulated and authorized by the Financial Conduct Authority, as evidenced by its appearance on the financial services register (Reference Number: 675283), and is compliant with the data protection regulations, as registered with the Office of the Information Commissioner (Reference Number: ZA026178). Clients electing the finance option for payment (hereinafter referred to as "the Finance Option") shall enter into a contractual agreement subject to the terms and conditions stipulated by Payl8r, in addition to the contractual obligations agreed upon with The Company.

### **Article 12: Theory Test Procedures**

My Intensive Course Ltd. manages the booking of all theory tests unless the course does not require one or the client has pre-booked a theory test. By enrolling in a course that includes a theory test, the client consents to My Intensive Course Ltd. using their personal details, including those on their provisional license, for booking purposes.



**Theory Test Pass Promise:** Clients enrolled in intensive courses have the option to add a pass promise for the theory test. To qualify for this pass promise, clients **MUST** complete the revision material provided and achieve scores of no less than 100% Mastery & 95% Average Score in the Multiple Choice section and 100% Mastery & 80% Average Score in the Hazard Perception section.

### **Article 13: Driving Test Booking and Management**

My Intensive Course Ltd. books and manages all driving tests unless a client opts to use a pre-booked test through the public booking system. Our driving tests are booked via our licensed business booking service with the DVSA.

Clients should be aware of the strict 5 working day notice period required to move or cancel a driving test appointment. Specific terms outline the responsibilities of both the driving instructors and the clients in cases of missed appointments, test readiness, and test booking management. We emphasize that the driving tests offered are booked based on actual availability, and we commit to seeking cancellations if the initial test date is not suitable. By booking an intensive course, the client agrees to allow My Intensive Course Ltd. to use their personal information and driving license details to book and manage the driving test on their behalf.

### **Article 14: Expiry and Postponement**

All courses provided by My Intensive Course must be completed within six months from the date of pairing with a course instructor. If a customer needs to take an extended leave from tuition, they must notify the office immediately to arrange a postponement. Upon postponement, the customer will have an additional six months from the postponement date to complete the course. Failure to complete the course within this period will necessitate a £100 reactivation fee to restart the course.

### **Article 15: Website & External Web Links**

**Content and Intellectual Property:** My Intensive Course Ltd. ensures that all content displayed on its website is accurate, lawful, and reflective of the company's ethos. The company asserts its intellectual property rights over the website's content, including textual material, imagery, and design elements.

**Management of External Links:** The company's website may contain links to external websites. My Intensive Course Ltd. is not responsible for the content or privacy practices of these external sites. These links are provided for informational purposes only and do not constitute an endorsement.

**Use of Images:** Images used on the website, including those of past pupils or instructional scenarios, are displayed with necessary permissions. The company respects privacy rights and adheres to relevant data protection regulations in the use of such imagery.

### **Article 16: Changes to Terms & Conditions**

**Reservation of Rights for Amendments:** My Intensive Course Ltd. reserves the unilateral right to amend, modify, or update these Terms & Conditions at any time, at its sole discretion, without the obligation of prior public notification.

**Notification Commitment to Active Customers:** While public announcement of such amendments is not obligatory, the company commits to notifying all actively engaged customers of any significant changes to these Terms & Conditions in a timely and efficient manner, ensuring continued transparency and informed consent in its business relations.

## **Privacy Policy**

Please follow this link for our full privacy policy.

<https://www.myintensivecourse.com/privicy-policy/>