

## IMPORTANT - PLEASE READ

Thank you for booking your Motorcycle Training with Phoenix, the UK's 1st Gold Standard Training School, awarded for the highest Quality in Customer Service, Instruction, Equipment, Value for Money, and Training Facilities.

**PLEASE DO NOT BE LATE** If you do not arrive on time, you will not be able to participate on the course and you **will** lose any money paid. This is a legal requirement as you need to complete all sections of the course in full. Due to the nature of the course, the finishing time will vary from person to person and will depend on the progress made during the course. A more accurate finishing time will be determined during the course.

### Preparing for your Compulsory Basic Training

Your training will be conducted in small, mixed ability groups. Please call us on 0330 223 4000 to discuss this if your learning style or needs require a different structure.

We strongly advise to provide your own safety helmet, motorcycle jacket, gloves and waterproof over suit if rain is forecast on the day of your training (you will need to purchase it in any case before you start riding).

**Trousers:** You **MUST** wear jeans as a minimum, they must not be ripped ones or have holes in them.

**Footwear:** should offer ANKLE protection, such as walking boots. Trainers or soft shoes are **NOT** permitted for motorcycle training, and you will **NOT** be allowed to take part in the training.

We **do** have Motorcycle equipment for you to use such as Helmet, Gloves, and the Jacket, if you do not have your own. **If you have any specific requirements, such as and not limited to, height, weight or size then please call us on the number below** so we can ensure the correct equipment is available. If the correct equipment is not worn, then the training will not go ahead, and you will lose any money paid.

To help make new riders safer, we have worked with National Highways and other partners to develop an enhancement of your CBT, called RideFree. The scheme has won a Prince Michael International Road Safety Award and a CIHT Kier Road Safety Award.

What [RideFree](#) covers:

RideFree is a scheme aimed at new riders, helping them be better prepared for a lifetime of safe riding. It contains a series of online 5 modules taken by the learner rider, before they complete their CBT with us.

The modules cover things like:

- highway code and hazard perception
- clothing, equipment, and importance of maintenance
- how a riders behaviour can effect them and other road users

Learning this important information before completing the practical parts of the CBT element, means you should be better prepared for your CBT and we can spend more time teaching on-road skills. <https://www.safedrivingforlife.info/ridefree/user/register> After completing the

course, you will be sent certificate by email. Please bring this with you as it will assist your instructor to know you have completed the course.

**Licence:** Please bring your UK driving licence (Plastic part) which must be current, with you when you attend for training. If you have the old style paper Licence, then you need a current passport as well (Issued before 30th March 2000).

**Glasses:** If you have corrected vision, you must bring your glasses or contact lenses with you. You will be asked to read a number plate from 20.5 metres. Failure to do this will mean your training can not continue and you will lose any money paid.

Please bring some food and drink with you for the day as there is none available locally.

If you have any questions at all, please call us on 0330 223 4000 and we will be happy to clarify any points. It is better to ask if you are unsure.

### **CBT CONTINUATION**

A Compulsory Basic Training course is often completed on the day booked, but sometimes more training is required for a suitable, safe standard to be attained. The CBT day follows a set protocol that must include a road ride and we are time bound to follow the process. If, by the time the course reaches the end of Element C, the instructor does not feel that the student is at a sufficient, safe standard to undertake the road ride, the instructor will explain this to the student, and the student will then finish for the day and will need to rebook to complete a CBT Continuation course at a later date. **This course is £120.00.** Similarly, if the student starts the road ride but the instructor needs to stop the ride for safety reasons the student will then return to site and finish for the day and will need to rebook to complete a CBT Continuation course at a later date. This course is £70.00. Stopping CBT training at any time for safety reasons is at the sole discretion of the Instructor. In which event no refund will be due and further training will only be offered at our discretion.

*\* Training bookings are only confirmed on receipt of payment. Deposits are non-refundable and full payment should reach us a minimum of 14 days prior to the start of training. No refunds will be made for cancellations unless this is due to illness and a doctors certificate is supplied. For cancellation due to other unavoidable occurrences the amount of any refund will be at the discretion of the company. No refunds for cancellations under any circumstances will be given for cancellations made on the day of your training. Under extremely rare, exceptional circumstances, Phoenix Motorcycle Training Ltd reserves the right to change times, dates or venues of your training. As much notice as possible will be given and we will work with you to ensure your requirements are met as close to the original booking as possible. See full Terms and conditions attached. VAT Number 131 8504 36. Phoenix Motorcycle Training Limited Registered in England and Wales - Reg no. 7809943*