

HGV Nationwide Ltd - Terms and conditions

The following outlines our range of services, customer and trainee obligations, and comprehensive terms and conditions.

1. Interpretation & Definitions of Contract Terms

1.1 Your booking is protected under The Consumer Rights Act 2015.

1.2 “Writing” or “written” within this context includes emails, letters, and SMS unless expressly stated otherwise.

1.3 ‘Booking Confirmation’ refers to the training schedule and any additional services outlined in the confirmation email provided to you.

1.4 ‘Program’ refers to the training and instructional services provided, as specified in the Booking Confirmation.

1.5 ‘We,’ ‘us,’ or ‘our’ refers to HGV Nationwide Ltd

1.6 ‘Trainee’ or ‘you’ refers to the individual or entity entering the Contract, including your legal representatives, successors, or assigns, as applicable.

1.7 ‘Working day’ means any day except Saturdays, Sundays, or UK public holidays when banks in London are open for business.

1.8 These terms become legally binding when we send you a Booking Confirmation, either by registered post, or email, at which point a contract is established.

1.9 You may cancel the contract under your legal rights, as detailed in Section 13 of our Refund Policy and Procedure.

1.10 We reserve the right to suspend or terminate your contract at any time, with or without notice, if we reasonably believe that you have breached any of these Terms, engaged in unlawful or fraudulent activity, or otherwise acted in a manner that may harm us, our users, or our business.

1.11 Each clause in these terms operates independently. If a court or relevant authority finds any clause to be unlawful or unenforceable, the remaining clauses will remain in effect.

1.12 We may transfer our rights and obligations under this Contract to another party. We will inform you in writing if this occurs, but it will not affect your rights, or our obligations.

1.13 You may only transfer your rights or obligations under this Contract with our written consent.

1.14 This contract is strictly between the contracting parties and does not confer any rights upon third parties for the enforcement of its terms.

1.15 This Contract, along with any disputes or claims arising from its provisions or its formation (including non-contractual disputes or claims), shall be subject to the governing laws of England.

1.16 All parties involved consent to the exclusive jurisdiction of the courts of England and Wales.

1.17 Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015 or other applicable consumer protection legislation.

1.18 Nothing in these Terms is intended to affect your rights regarding the quality of your services, or any products that we supply to you.

2. Pricing

2.1 All prices are stated inclusive of Value Added Tax (VAT), calculated at the prevailing statutory rate.

2.2 Where charges apply for additional or separate bookable services, these will be clearly communicated to you in advance.

2.3 All prices are subject to periodic review and may be amended for future bookings at the discretion of the Company without prior notice, unless otherwise contractually agreed.

2.4 Any practical training, practical tests, virtual training, and theory tests that have already been paid for shall be provided at the price paid at the time of purchase. No additional charges shall apply as a result of any subsequent price increases.

2.5 It is the sole responsibility of the customer to verify and confirm any applicable standard, retained, or promotional pricing in advance of, and during, any engagement or consultation with the company's representatives or training advisors. The Company shall not be held liable for any reliance placed on outdated or superseded pricing information.

3. Training Timelines

3.1 Practical training courses for Category C, Category C1, and Category C+E generally comprise 12 to 24 hours of instruction, including DVSA 3a reversing and 3b on-road practical test times, and are normally delivered over 2 to 7 days, subject to availability and operational requirements.

3.2 Theory Training (Module 1 & 2): Your access to online training software is valid for 90 days. You must schedule your tests for both modules within this period.

3.3 The request to extend your theory revision materials will incur an additional charge of £20.00.

- 3.4 Practical Training: For Cat D1, Cat D, Cat C1, Cat C, and Cat C+E training, you should book all elements (theory test and practical) within 9 months of starting and completing your training.
- 3.5 Virtual training (Periodic CPC, ADR): If you have purchased classroom/virtual/zoom training, you must schedule and complete your training within 6 months of starting your program.
- 3.6 If you require additional time to complete your training, you must request an extension in writing via email to custserv@hgvnationwidetraining.co.uk.
- 3.7 Additional fees may incur to extend your course.
- 3.8 If you do not complete your training within the specified timeframes and have been given reasonable opportunities to do so, without our agreement to an extension, you will not be entitled to any refunds.
- 3.9 If you have purchased only practical elements, you must complete all training within 6 months.

4. Practical Training Tests (3a reversing and 3b on road):

- 4.1 The driving assessment comprises the 3a and the 3b test.
- 4.2 Both tests must be scheduled and confirmed no later than the first day of training with the DVSA.
- 4.3 Failure to pass the 3a test will result in automatic forfeiture of the 3b test, unless a retest is successfully completed beforehand (additional fees may apply).
- 4.4 The 3a pass certificate must be presented at the 3b test.
- 4.5 The 3b test must be passed within six months of the 3a pass date; otherwise, the 3a test must be retaken due to expiry, subject to applicable fees.

5. COVID-19:

- 5.1 While we endeavour to adhere to the prescribed training timelines, it is important to note that disruptions caused by COVID-19 may lead to unforeseen delays.
- 5.2 If your course or tests are deferred, or cancelled due to COVID-19, the timeline will be adjusted accordingly.
- 5.3 We shall not be held liable for any delay or failure to perform our obligations where such delay or failure results from events beyond our reasonable control, including but not limited to, severe weather, pandemics, industrial action, DVSA cancellations, vehicle breakdowns, fuel shortages, acts of God, government restrictions, or network/ system failures.
- 5.4 We are committed to promptly rescheduling your training and/or tests at the earliest convenience.

6. Minimum Age

- 6.1 To enrol in a training program, the minimum age requirement for purchase is 18 years.

7.Training Schedule, Format, and Operational Conditions

7.1 We reserve the right, at our reasonable discretion, to refuse to process or accept any booking for any of the following reasons, without limitation:

7.1.1 the unavailability of the requested training or service;

7.1.2 failure to obtain valid authorisation for the payment method provided;

7.1.3 the discovery of an error in pricing or other material inaccuracies, which shall be subject to correction;

or

7.1.4 non-fulfilment of any eligibility criteria or conditions required for the booking.

7.2 Upon successful payment, customers will be emailed a service agreement. It is the trainee's responsibility to read through the Terms and Conditions before responding.

7.3 We will coordinate your training program through our network of training providers, and will finalise the dates through communication via phone, email, or SMS.

7.4 Once a training course is booked (training dates confirmed in writing), no alterations will be permissible unless required for instructor illness, vehicle breakdown, or DVSA cancellation/closure.

7.5 Any remaining courses not booked will be dealt with separately.

7.6 The practical training will take place between 6 a.m. and 6 p.m. on weekdays. All training is required to be completed in conditions of daylight as required by the DVSA.

7.7 We may be required to make reasonable changes to instructors, vehicles, locations or dates where necessary to deliver services.

7.8 All timeframes, locations, and vehicle availability discussed during consultations are estimated to the best of our knowledge and are subject to change at any time.

7.9 Training can be conducted using either a manual or automatic vehicle. In the absence of a preference, the next available vehicle will be booked for you.

7.10 Gear-shifting modules are not available in automatic vehicles.

7.11 Practical training may be conducted on a one-to-one or two-to-one basis, allowing trainees to share the vehicle.

7.12 Each aspect of the training is subject to assessment by the respective agency, such as DVSA, RTITB, ALLMI, or ITSAAR.

7.13 While we are responsible for arranging your tests, we cannot guarantee the successful completion of passing any test(s).

7.14 We shall not be liable for any failure or delay in performing our obligations where such failure or delay results from events beyond our reasonable control. In the event of such circumstances impacting the program, such as pandemics, floods, strikes, terrorism, cyber-attack, power failure, DVSA disruption, and, or instructor illness, we shall endeavour to resume the affected services as soon as reasonably practical.

7.15 In the event of mechanical malfunctions, we will arrange for a substitute session to be conducted at a later date or alternate location, utilising a replacement vehicle.

8. Your Responsibilities

8.1 You are required to declare and confirm that you meet the following driver eligibility requirements:

8.1.1 meet the specified eyesight standards;

8.1.2 are in good health;

8.1.3 do not have any mental or physical condition that would impair your ability to operate a vehicle safely; and

8.1.4 are not subject to any legal restriction, disqualification, or prohibition that would prevent you from driving a vehicle on public roads.

8.2 We may refuse to present you for testing if, in the reasonable opinion of the instructor, doing so would be unsafe, or would have little realistic prospect of success.

8.3 We require that you provide requested information or materials to facilitate your training.

8.4 It is your responsibility to confirm your daily start and finish times with your instructor.

8.5 Failure to provide prior notice of any absence from the program will result in the forfeiture of any entitlement to a refund.

8.6 Unless otherwise stipulated at the time of booking, it is imperative that you maintain availability between the hours of 6 am and 6 pm on working days throughout the duration of the training.

8.7 Please ensure that you possess a valid driver's license and bring the original license, along with any relevant test pass certificates, to your training and tests. Failure to provide these documents may lead to the forfeiture of the course.

8.8 We reserve the right to retain charges representing costs already incurred and services booked or provided for any services lost.

8.9 Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

8.10 Subject to the above, our liability shall not exceed the fees paid for the relevant course.

9. Code of conduct and behavioural standards

9.1 It is essential to adhere to punctuality and display diligence in fulfilling assigned tasks and duties throughout the program, and in completing any requisite administrative obligations.

9.2 You are expected to refrain from consuming alcohol, drugs, or any other intoxicating substances during your training sessions.

9.3 Attending training while under the influence of such substances is strictly prohibited.

9.4 You must inform us of any medical condition, prescribed medication(s), injury or impairment that may affect your ability to safely operate a vehicle.

9.5 Any transgression may lead to immediate expulsion from the program, and we retain the right to terminate the contract without issuing a refund.

9.6 Trainees are required to conduct themselves in a manner befitting the standards of the training environment.

9.7 We retain the right to promptly terminate a course if, based on reasonable judgment, a trainee driver is found to have exhibited inappropriate behaviour.

9.8 Instructors retain the reasonable discretion to terminate or suspend any training session where they believe continuing would be unsafe, unlawful, or inappropriate. This encompasses instances of verbal or physical abuse directed towards our staff, training partners, or DVSA personnel.

9.9 The trainee shall be liable for any losses arising from deliberate, reckless or negligent damage caused to vehicles, equipment or property.

9.10 We are committed to providing a safe, respectful, and professional environment for our employees, instructors, training partners, and customers. We operate a zero-tolerance policy towards abusive, threatening, intimidating, discriminatory, harassing, or violent behaviour, whether verbal, written, physical, or communicated electronically (including by telephone, email, SMS, or social media). Where, in our reasonable opinion, such behaviour occurs, we reserve the right to suspend or terminate the training programme and/or this Contract with immediate effect. Any refund will be considered in accordance with these Terms and Conditions, and we reserve the right to recover any reasonable costs incurred as a result of such behaviour.

10. Training safety and regulatory compliance

10.1 During their practical training, trainees are strongly advised against undertaking additional work commitments and are expected to maintain full availability throughout the course.

10.2 If a trainee demonstrates signs of fatigue or exhaustion, rendering it unsafe to continue driving, the instructor or examiner retains the authority to suspend the training until the trainee is deemed fit to resume.

10.3 Any missed sessions or tests resulting from this will be deemed forfeited.

10.4 We reserve the right to retain charges representing costs already incurred and services provided relating to training sessions and/or practical tests missed or forfeited.

10.5 The instructor has final authority regarding whether a trainee is fit to undertake training or a DVSA practical test. Where the instructor reasonably believes the trainee presents a safety risk or has insufficient competence, the instructor may refuse to continue training or present the trainee for test. Any additional training required shall be chargeable.

10.6 All bookings are subject to the licensing legislation in force at the time of reservation.

10.7 Should legislative changes arise during your course period; we will make reasonable efforts to inform you and provide guidance on any implications or changes.

10.8 Compliance with amended legislation may require additional training or qualifications, the cost of which shall be borne by the customer.

10.9 The 'instructor' or 'examiner' retains the authority to suspend training or tests in the interest of road safety.

10.10 We are not responsible for the costs of extra training or tests, and they will be covered by the trainee and be paid to us only.

10.11 No fees must be paid to anyone other than HGV Nationwide Ltd.

10.12 All elements of practical training, and practical retests must be booked through HGV Nationwide Ltd only. Failure to comply with this shall subject to your contract being terminated, and you will not be entitled to recruitment support.

11. Training attendance, cancellations and liability

11.1 In the event of missing any training or tests due to personal reasons such as traffic or illness, rescheduling may not be facilitated, necessitating the purchase of additional training, and/or tests.

11.2 Should training be cancelled due to unforeseen circumstances, such as inclement weather or strikes, we absolve ourselves from any liability for costs incurred by trainees, including loss of wages or transportation expenses.

11.3 We advise procuring relevant insurance to mitigate the impact of such occurrences.

12. Data Protection, Privacy and Proprietary Rights

12.1 In compliance with UK GDPR and the Data Protection Act 2018, personal information will be processed in a fair, and lawful manner, and will only be collected for specified purposes.

12.2 All information will be accurate, kept up to date, and not retained for longer than necessary.

12.3 We process personal data in accordance with our Privacy Policy.

12.4 HGV Nationwide Ltd will be required to share certain data with the DVSA, Pearson Vue Professional Centres, DVSA test centres, and HGV training providers, only for the purpose of booking in theory tests, practical training, and practical tests.

12.5 Training vehicles may be fitted with dashcams for the purpose of maintaining the safety of all candidates, instructors, road users, and members of the public.

12.6 Training premises may facilitate the use of CCTV to maintain the safety of all individuals entering, and/or exiting.

12.7 All calls made by HGV Nationwide Ltd will be recorded for training and monitoring purposes, in line with the Data Protection Act 2018.

12.8 All training materials remain the property of HGV Nationwide Ltd.

12.9 These Terms apply to your booking as accepted. Any future amendments will apply only to future bookings unless required by law. By responding to your service agreement, you acknowledge your agreement to the terms and conditions.

12.10 Unauthorised use of this website may give claim for damages, and/or be considered a criminal offence

12.11 Your use of this website and any dispute arising out of such use of the website is subject to the Laws of England and Wales.

12.12 This material includes, but is not limited to, text, graphics, logos, icons, images, videos, audio software, code, databases, designs, layouts, trademarks, service marks, and other intellectual property, and are owned by or licensed to us and are protected by applicable copyright, trademark, database, and other intellectual property laws.

12.13 Reproduction is prohibited unless expressly stated otherwise.

13. Refund policy and procedure

13.1 Under consumer protection laws, such as The Consumer Rights Act 2015, you have the right to cancel this contract within 14 days of booking if you change your mind.

13.2 This entitles you to a full refund and is commonly known as the “cooling-off period.” If you request that your training program begin within this period via the service agreement, you confirm in writing that you are expressly requesting immediate performance of the contract and acknowledge that cancellation rights will be reduced proportionately once services commence.

13.3 If your program is booked in and therefore commences during the cooling-off period at your request, £300 will be deducted from any applicable refund to cover the set-up costs of your course.

13.4

TIME SINCE PAYMENT	APPLICABLE REFUND
Within 14 days and services not started	Full refund given
Within fourteen days and services started	Full refund, deductible of services provided as per clauses in section 13.3 above.
After fourteen days but less than one month	Deduction of 60%
One month to three months	Deduction of 70%
Three months to six months	Deduction of 80%
Six months to nine months	Deduction of 90%
Nine months or longer	No applicable refund

13.5 Should the calculated refund not be accepted within the valid term of two weeks, trainees will be required to create a new refund request, which may incur increased cancellation charges and a reduced refund amount.

13.6 Pass Protection and CPC courses will not be eligible for a refund outside of our fourteen-day cancellation period.

13.7 Refunds will not be provided for any date amendments or cancellations.

13.8 In the case of a chargeback, if a refund request is already in progress, we will handle it through the acquirer and suspend direct engagement regarding the refund process.

13.8.1 Any training related to the chargeback/retrieval will be suspended until the matter is resolved.

13.8.2 Successful retrieval will result in immediate training cancellation, while unsuccessful retrieval will require written confirmation from the acquirer before training can resume.

13.8.3 For chargeback/retrieval status inquiries, please contact your card issuer.

14. Pass Protection Terms

14.1 “Pass Protection” refers to an optional additional service purchased by the trainee which may contribute towards the cost of certain retests, subject to these Terms and Conditions.

14.2 Eligibility

Pass Protection only applies where:

- (a) the trainee has paid the applicable Pass Protection fee in full;
- (b) all training and tests are completed within the required course validity period;
- (c) the trainee has attended all scheduled sessions;
- (d) the trainee has complied with instructor guidance and recommendations.

14.3 Exclusions

Pass Protection shall not apply where:

- (a) a test is missed or forfeited;
- (b) training or tests are cancelled by the trainee;
- (c) the trainee attends under the influence of drugs or alcohol;
- (d) the trainee fails to provide required documents;
- (e) the trainee is removed from training for misconduct;
- (f) additional training is deemed necessary before a retest.

14.4 Pass Protection will cover the DVSA test fee and/or vehicle hire for one 3a and 3b retest only unless otherwise confirmed in writing.

14.5 Pass Protection does not guarantee that a trainee will pass any test or obtain a licence.

14.6 Pass Protection fees are non-refundable once the cooling-off period has expired or once any training or administrative services have commenced.

14.7 We reserve the right to determine eligibility for Pass Protection claims based on training records, instructor reports, attendance, and compliance with these Terms.

15. Deposits

15.1. While theory tests can be undertaken on a deposit only basis, full course fees must be paid prior to any training dates being booked.

15.2. Failure to pay the remaining balance of your original quoted price shall result in a delay of your training.

15.3. Failure to pay a second payment from your balance from the original quoted price after a time frame of nine months shall result in your training being cancelled without an applicable refund.

16. DVLA Medical Disqualification

16.1 In the event of a DVLA notification confirming permanent medical disqualification or failure of the driver's medical examination, you are entitled to a full refund of any **unused course fees**.

16.2 A verifiable copy of the DVLA's letter must be provided to initiate the refund process.

16.3 You must notify our customer service team within 180 days of booking.

17. DVLA License Revocation

17.1 If your licence is revoked by the DVLA due to a driving conviction, a verifiable copy of the DVLA revocation notice is required to suspend or terminate your course.

17.2 All candidates will be required to formally submit this evidence to custserv@hgvnationwidetraining.co.uk and will be subject to our standard Refund Policy and Procedure following the verification of their evidence.

18. Imprisonment

18.1 If you become imprisoned and unable to complete the program, all remaining training will be voided.

18.2 All candidates, or representatives, will be required to formally submit the relevant evidence to custserv@hgvnationwidetraining.co.uk and will be subject to our standard Refund Policy and Procedure following the verification of official documentation from the court, or correctional facility confirming imprisonment.

19. Recruitment

19.1 At HGV Nationwide Ltd, a recruitment package is offered with each HGV course.

19.2 It is the responsibility of the candidate to ensure that they choose the correct option on their service agreement to be eligible for recruitment support.

19.3 Our recruitment service pertains to:

19.3.1 A professional CV rewrite reflecting new licenses and skills

19.3.2 A consultation with a representative on our Recruitment Team

19.3.3 Each CV being sent out to partnered recruiters in order to help each candidate search for work.

19.4 Our recruitment service will not promise or guarantee at any time any candidate will land a new role once becoming qualified.

19.5 All candidates will need to have completed and successfully passed all elements of their practical training and correct CPC course in order to progress to their recruitment support service.

19.6 It is the responsibility of each candidate to ensure that they have enrolled onto the correct CPC course, should they need to complete one, and have correctly obtained this qualification prior to entering employment.

20. Complaints Procedure

20.1 In the event of encountering any challenges or wishing to express any grievances pertaining to your practical driving course, we kindly request that you submit your concerns in writing to our customer service team at custserv@hgvnationwidetraining.co.uk.

20.2 All complaints should be communicated within 10 days of occurrence.

20.3 All emails received by our Customer Services Team will receive a response within three business days.

21. Contacting Us

21.1 Email: custserv@hgvnationwidetraining.co.uk

This policy was last updated on the 21st of July 2026.