

Self-Study Term and Conditions. TRAINING AGREEMENT – TERMS AND CONDITIONS

Definitions

For the purposes of these Terms and Conditions, the following definitions apply:

- **“Materials”** means any printed, downloadable, or digital learning content supplied as part of a Home Study Pack or self-study product, including but not limited to manuals, workbooks, guides, templates, and reference documents.
- **“E-Learning”** means access to online learning modules, digital course content, assessments, and associated learning resources provided via the provider’s learning management system for a defined subscription period.
- **“Application”** means access to the provider’s digital application, including tools, features, libraries, guidance, and reference functionality made available for pre-qualification and/or post-qualification use for a defined subscription period.
- **“Modules”** means the individual components of the self-study offering, which may include the Materials, E-Learning, and/or Application.
- **“Booking Confirmation”** means the written confirmation issued following purchase, which specifies the Modules purchased and the applicable subscription periods.

Modular Structure and Applicability of Terms

These Terms and Conditions apply **only to the specific Modules purchased** by the learner, as expressly detailed on the Booking Confirmation.

Where a learner has purchased:

- **12 Month E-Learning Subscription only** – only the *E-Learning Terms of Use* shall apply.
- **12 Month Application Subscription only** – only the *Application Terms of Use* shall apply.
- **Home Study Pack only** – only the *Home Study Pack Terms of Use* shall apply.
- **Multiple Modules** – the relevant terms shall apply separately and concurrently to each Module purchased.

No rights, access, or entitlements are granted in respect of any Module **not listed** on the Booking Confirmation. Access is provided for the duration of the subscription period **for the relevant Module purchased**, as specified on the Booking Confirmation

Terms of Use – 12-Month E-Learning Subscription (Access Until Exam Pass)

1. Subscription Duration & Access

The E-Learning subscription provides access for **up to 12 months** from the date of activation.

Access will **automatically end earlier** if the learner successfully **passes their exam**, regardless of how much time remains in the 12-month term.

Learners are responsible for booking and completing their exam within this period.

2. Licence & Permitted Use

The subscription grants a **non-transferable, single-user licence** for the learner only.

DH People Plus Ltd

Bradford Business Park, King's Gate, Canal Road, Bradford BD1 4SJ



T: 0844 846 0000 **F:** 0844 846 0001 **W:** www.driverhire.co.uk

Registered Office: As above. Company Reg. No. 04698770

Incorporated in Cardiff

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Content may be accessed for personal study and exam preparation purposes only.
Redistribution, duplication, or sharing of login details or course materials is strictly prohibited.

3. Learning Content & Updates

Course content may be updated periodically to reflect current best practice, legislative changes, or exam requirements.

Learners will receive access to all updates released during their active subscription.

4. Completion, Expiry & Early Termination

Access ends automatically when the learner passes the associated qualification or when the 12-month term expires — whichever comes first.

No refunds or partial credits are provided for unused time.

5. Technical Requirements

Learners are responsible for ensuring they have suitable internet access and compatible devices/software.

The provider will make reasonable efforts to ensure platform availability but cannot guarantee uninterrupted service.

6. Support

Technical or course-related support is available during standard business hours as advertised by the provider.

7. Intellectual Property

All learning materials are owned or licensed by the provider.

No content may be copied, reproduced, or used beyond the permitted licence without written permission.

8. Misuse & Account Suspension

The provider reserves the right to suspend or terminate access if misuse, sharing of materials, or breach of terms is detected.

Terms of Use – 12-Month Application Subscription (Pre- and Post-Qualification Use)

1. Subscription Duration & Access

The application subscription provides continual access for **12 months** from the activation date.

The application is intended for use **both during study and after qualification**, supporting ongoing professional development and reference.

2. Licence & Permitted Use

A single-user, non-transferable licence is granted for the subscriber.

Users may access features designed for pre-exam study as well as post-exam reference tools, resources, and updates.

Sharing login credentials or allowing multiple users to access the subscription is prohibited.

3. Content, Features & Updates

The provider may release updates, new features, or revised content throughout the subscription term.

Access to real-time guidance, tools, libraries, or reference materials will remain available for the full term.

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4. Renewal & Expiry

Subscriptions expire automatically after 12 months unless renewed.

Users will be notified of renewal options prior to the end of the term.

No refund is provided for unused portions if a user stops using the application early.

5. Use After Qualification

Post-qualification tools are intended to support workplace duties, compliance, and ongoing knowledge retention.

Users must ensure any outputs or materials generated from the application comply with organisational or regulatory standards.

6. Technical Requirements

Users must maintain compatible hardware, software, and internet access.

The provider will endeavour to maintain high system availability but cannot guarantee uninterrupted service.

7. Intellectual Property

All software, content, features, and graphics remain the intellectual property of the provider.

Users may not reverse engineer, copy, reproduce, distribute, or modify any element of the application.

8. Misuse, Security & Termination

The provider may suspend or terminate access for breaching these terms, including misuse of the application or security violations.

Users must report suspected unauthorised access immediately.

Terms of Use - Home Study Pack

1. Introduction

These Terms & Conditions (“T&Cs”) apply to all purchases of our Home Study Pack (“the Pack”). By placing an order, you agree to be bound by these T&Cs.

2. Ordering and Payment

2.1. Orders are confirmed once full payment has been received.

2.2. Once payment is received, the Pack will be dispatched to the delivery address provided at checkout.

3. 14-Day Cooling-Off Period (Right to Cancel)

3.1. As a consumer, you have the right to cancel your purchase within **14 days** of receiving the Pack, without giving any reason.

3.2. To exercise this right, you must notify us in writing (email is acceptable) within the 14-day period.

3.3. The cancellation period expires 14 days after the day you receive the Pack.

4. Returns and Refunds

4.1. If you choose to cancel within the cooling-off period, you must return the Pack **within 14 days** of notifying us.

4.2. **You are responsible for the cost of returning the Pack. Return postage costs are non-refundable.**

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4.3. You must obtain **proof of return**, such as a tracking receipt. Refunds cannot be processed without proof.

4.4. A refund will only be issued **after the Pack has been received and inspected** to ensure it is in good, resalable condition.

4.5. Refunds will be processed using the original payment method.

4.6. We may make deductions if the Pack shows signs of use, damage, or handling beyond what is necessary to check its contents.

5. Failed Delivery Attempts & Redelivery Charges

5.1. Our carrier will make up to **two delivery attempts** to the address provided.

5.2. If delivery is unsuccessful after two attempts, the Pack will be **returned to the printer**.

5.3. **Any additional charges incurred as a result of failed delivery attempts, return-to-sender fees, or storage fees will be the customer's responsibility.**

5.4. If the Pack must be re-sent, **additional redelivery charges will apply**, and these must be paid in full before the Pack is dispatched again.

5.5. If the customer chooses not to proceed with redelivery, any refund will be processed **minus** any carrier charges and return-to-printer fees incurred.

6. Non-Returnable Items

6.1. Digital downloads, activation codes, or online content included within the Pack are non-refundable once accessed or redeemed.

6.2. Sealed items must be returned unopened. If opened, we reserve the right to refuse or reduce the refund.

7. Faulty or Incorrect Items

7.1. If the Pack arrives damaged or incorrect, notify us within 7 days of receipt.

7.2. We will arrange a replacement or provide return instructions at no cost to you.

8. Customer Responsibilities

8.1. You are responsible for providing accurate delivery information.

8.2. You must take reasonable care of the Pack during the cancellation and return period.

9. Contact Details

For cancellations, returns, or delivery issues, please contact:

Customer.Service@driverhire.co.uk

10. Governing Law

These T&Cs are governed by the laws of England and Wales.

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