

Ascent Training Services T/As Revolution Rider Training

Terms & Conditions

For Queensland, New South Wales & ACT Motorcycle Rider Training



Ascent Training Services P/L
Trading as Revolution Rider Training
ABN: 15 095 287 013
www.revolutionridertraining.com.au



By agreeing to these terms and conditions you agree that:

- You fully understand the requirements of obtaining a QLD motorcycle Learner or Provisional licence.
- You have booked onto the correct motorcycle training course for your needs. If you are not sure that this is the case, we recommend you contact us to confirm.
- In the case of the Pre-Learner course you will bring on the first day either your QLD Drivers Licence or a letter of eligibility confirming your customer number along with 100 points of ID to confirm your identity and age.
- You must meet the minimal medical fitness requirements to be admitted to the course you have booked onto. If you are not sure of this please contact the company to confirm.
- You have read in full, the information regarding the course you have booked onto and understand the requirements you need to meet to both be admitted to the course and to complete it successfully.
- You understand that if you are more than 10 minutes late for your course, you are not wearing the required clothing, or where you are bringing your own motorcycle, it is not LAMS approved, is not 100% roadworthy you may be refused entry to the course in which case you will forfeit your fee and be required to re-book and pay the full fee again if you wish to complete the course.
- If you bring your own motorcycle to your course it is currently registered.
- You will behave respectfully at all times towards all people on the course and your trainer. If you fail to do so you acknowledge that you may be removed from the course and will have to re-book and re-pay the full course fee to complete the course.
- In the event that the instructor deems your behavior threatening, intimidating, or inappropriate you may be refused by the company to undergo the training and or testing and will need to book with another provider in another location.
- You will not commit any illegal act while on the premises or undergoing training or testing, including that you will comply with all road laws when undergoing the RE or R Class courses.
- You accept that motorcycling is a dangerous activity and that while undergoing this training or testing, as whenever you ride a motorcycle, it is possible that your motorcycle may be damaged and /or you may be injured or killed.
- Ascent Training Services P/L, T/A Revolution Rider Training, is not liable for any injury or damage to your motorcycle during the course of training or testing where it has acted in accordance with the requirements of the training and testing curriculums and guidelines, or made a reasonable and legal request of you.
- You accept that Ascent Training Services P/L, T/A Revolution Rider Training is not liable for any injury or damage caused by your or another riders acts or by an environmental factor, or a mechanical factor where you are using your own motorcycle.

Cancellations and refunds

- You understand that if you cancel your booking within 7 days of the course you have booked onto, unless you are able to provide a medical certificate confirming you are too ill to attend, or a force majeure situation occurs that you can provide evidence of, you forfeit your fee and will need to re-book and repay the full course fee.
- If you cancel your booking more than 7 days in advance, or are able to provide a medical certificate of evidence of a force majeure incident, you will receive either a 100% refund of your fee or a credit of that fee against your next booking.

Complaints

- Our management and staff respect the right of members of the community to complain about the standard of services that we provide. We take complaints seriously; they give us important information about how we can better our service. We will seek to resolve complaints in an efficient, fair and quick manner.

If you wish to make a complaint about any of our services, please see the below process:

- In the first instance the student should discuss the problem with the training Facilitator and seek a solution at that stage.
- If there is a grievance with the training Facilitator that cannot be resolved at Stage 1, approach the administration office to initiate the complaints process. Please provide all relevant details which will be recorded and passed on to an appropriate person for action.
- Management staff will make direct contact within 48 hours.

Terms and Conditions for ACT

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- You have booked onto the correct motorcycle-training course for your needs. If you are not sure that this is the case, we recommend you contact us to confirm.
- In the case of the Pre-Learner course you will bring on the first day your Driver's Licence, if you do not hold a current NSW Drivers Licence a letter from the NSW RMS confirming your customer number along with 100 points of ID to confirm your identity and age.
- You must meet the minimal medical fitness requirements to be admitted to the course you have booked onto. If you are not sure of this please contact the company to confirm.
- You have read in full, the information regarding the course you have booked onto and understand the requirements you need to meet to both be admitted to the course and to complete it successfully.
- You understand that if you are more than 10 minutes late for your course, you are not wearing the required clothing, or where you are bringing your own motorcycle, it is not LAMS approved, or is not 100% roadworthy you may be refused entry to the course in which case you will forfeit your fee and be required to re-book and pay the full fee again if you wish to complete the course.
- If you bring your own motorcycle to the Pre-Provisional course it must be currently registered and fully road worthy.
- You will behave respectfully at all times towards all people on the course and your trainer. If you fail to do so you acknowledge that you may be removed from the course and will have to re-book and re-pay the full course fee to complete the course.
- In the event that the instructor deems your behavior threatening, intimidating, or inappropriate you may be refused by the company to undergo the training and or testing and will need to book with another provider in another location.
- You will not commit any illegal act while on the premises or when undergoing training or testing, including that you will comply with all road laws when undergoing the Pre-Provisional course.
- You accept motorcycling is a dangerous activity and that while undergoing this training or testing, as whenever you ride a motorcycle, it is possible that your motorcycle may be damaged and /or you may be injured or killed.
- Ascent Training Services P/L, T/A Revolution Rider Training, is not liable for any injury or damage to your motorcycle during the course of training or testing where it has acted in accordance with the requirements of the training and testing curriculums and guidelines, or made a reasonable and legal request of you.
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Terms and Conditions for New South Wales

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- In the case of the Pre-Learner course you will bring on the first day your Driver's Licence, if you do not hold a current NSW Drivers Licence a letter from the NSW RMS confirming your customer number along with 100 points of ID to confirm your identity and age.
- We may disclose your Personal Information to Roads and Maritime (RMS) to advise RMS that you have undertake rider training and testing and our observations and outcomes. RMS may use and disclose that Personal Information in connection with driver licensing and road safety purposes.
- You must meet the minimal medical fitness requirements to be admitted to the course you have booked onto. If you are not sure of this please contact the company to confirm.
- You have read in full, the information regarding the course you have booked onto and understand the requirements you need to meet to both be admitted to the course and to complete it successfully.
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- In the event that the instructor deems your behavior threatening, intimidating, or inappropriate you may be refused by the company to undergo the training and or testing and will need to book with another provider in another location.
- You will not commit any illegal act while on the premises or when undergoing training or testing, including that you will comply with all road laws when undergoing the Pre-Provisional course.
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