



**1 . Health & Safety –**

1.1 For every vehicle test the driver will be expected to comply with all site safety requirements, including the wearing of any necessary protective equipment (e.g. ear defenders, high visibility clothing etc) as directed by the ATF Supervisor and DVSA staff.

1.2 You must remain within the vehicle during the test and must not wander unaccompanied around the test station.

1.3 In the interest of safety do not bring any animals (including pets) or children under 16 years of age to the test station.

1.4 The use of mobile phone (including using them with a hands-free or Bluetooth attachment) is restricted on site.

1.5 Under no circumstances should you use a mobile phone when driving a vehicle or assisting with the inspection.

1.6 If for any reason an accident occurs during your time on our site, this must be reported immediately to the ATF Supervisor. In the absence of the ATF Supervisor, please ask to see a manager.

**2. On the day of test –**

2.1 The driver and vehicle must arrive at least 20 minutes prior to their booked time. We reserve the right to change the booked time.

2.2 You must ensure you bring all the relevant paperwork required for test / retest. Please note that failure to supply the correct paperwork could result in your test being refused and any fees associated with this, will still be applicable.

2.3 The driver must follow the instructions of testing staff / ATF Supervisor

2.4 You must ensure -

- Your vehicle is clean enough to examine, fully roadworthy and has enough fuel to carry out test
- the VIN/chassis number is firmly attached and legible
- The vehicle does not emit substantial quantities of smoke
- Any door, tailgate, boot lid, fuel cap, floor coverings or other device capable of being opened or accessed is not locked or fixed in such a way that a thorough check cannot be carried out
- The vehicle or its contents is not in such condition that any meaningful check would risk endangering anyone or damaging the vehicle or any other property

2.5 **HGV and Trailers** – A full list of the requirements for the presentation of vehicles is contained on form VTG12 available from any VOSA test station. If any of these conditions are not met the fee will be forfeited and the vehicle will not be tested.

2.6 **PSV** – A full list of the requirements for the presentation of vehicles is contained on form VTP12 available from any VOSA test station. If any of these conditions are not met the fee will be forfeited and the vehicle will not be tested.

2.7 If your vehicle receives a prohibition during testing, the vehicle will need to be recovered from our yard. If your vehicle is not removed by 17:00 on the day your vehicle fails, you will be charged £100.00 per day yard rent. Vehicles left in our yard is at customers own risk and Pulham & Sons (Coaches) Ltd will not be held liable for any damage caused.

2.8 If you have a dispute regarding the outcome of your test, all concerns regarding this must be directed to DVSA. Pulham & Sons (Coaches) Ltd will still require payment in full for services used.

2.9 We reserve the right to cancel your test if our equipment fails, i.e Brake tester or emissions tester. Pulham & Sons (Coaches) Ltd will accept no liability and an alternative test date or refund will be offered.

### **3. Booking & Payment**

3.1 Once the booking is made and the invoice is raised, we will require payment within 48 hours to secure the booking. Failure to make payment will result in your test being cancelled

3.2 Prefunded account holders should ensure that enough funds are available in their account to cover test fees. Failure to keep your prefunded account topped up will result in removal of preferential rates.

3.3 We accept payment by BACS and debit card. We can accept cash, but this must be hand delivered to the office in advance of your test and not posted.

3.4 Any invoice queries must be raised within 7 days of receipt and sent to [accounts@pulhamscoaches.com](mailto:accounts@pulhamscoaches.com).

3.5 If your invoice is unpaid and you have not raised an invoice query, we will look to recover the outstanding debt. Any fees incurred during this process will be applied to your debt.

3.6 If you book your vehicle for testing at our site, and when presented it transpires to be the wrong class, you will still have to pay for the slot and no refunds will be offered.

### **4. Cancellation**

4.1 We reserve the right to cancel your test when DVSA fail to provide a tester. Any complaints regarding disruption caused should be raised with DVSA. Pulham & Sons (Coaches) Ltd accept no liability and will offer an alternative test date or full refund if applicable

4.2 If you cannot keep your appointment you must give 7 days' notice to avoid loss of fees. Cancellations can be made by calling 01451 820369 ext 215 or emailing [atf@pulhamscoaches.com](mailto:atf@pulhamscoaches.com).

4.3 If you fail to provide 7 days' notice or fail to attend, the full fee will still be applicable.

### **5. Voluntary testing**

5.1 All brake tests are carried out at your own risk. Pulham & Sons (Coaches) Ltd accept no liability for any damage caused during a brake test.

5.2 The use of vehicle weights is done at your own risk. Pulham & Sons (Coaches) Ltd accept no liability for any damage caused during use.

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5.3 The use of loaded trailer is done at your own risk. Pulham & Sons (Coaches) Ltd accept no liability for any damage caused during use.