

CBTgo Rider Terms & Conditions

These terms apply when you book CBT or other motorcycle training through CBTgo at cbtgo.co.uk. We've kept them short and in plain English. Please read them before you book — and if anything isn't clear, email us at info@cbtgo.co.uk.

1. Who we are and how CBTgo works.

CBTgo is an online booking marketplace for motorcycle training. You book through our website, and we allocate your booking to the nearest partner training school with space for your chosen date and location. You don't choose the school; we'll tell you which school you've been booked with once your booking is confirmed.

2. Who delivers your training.

Your training is delivered by an independent, DVSA-approved partner training school (Approved Training Body), not by CBTgo. On the day of your training, your contact is with the school.

3. Price and payment.

The price shown on our website is the total you pay — it includes CBTgo's booking fee, with nothing added at checkout. You pay CBTgo in full when you book. No place is held for you until payment has been taken.

4. Your booking.

Once you've paid, we pass your booking to the allocated school for confirmation and let you know when it's confirmed, along with the school's details.

5. Being ready for your training.

You must meet the legal requirements to take your course and anything the school asks for — for CBT, this includes a valid driving licence with provisional motorcycle (or moped) entitlement, which you must bring with you. Please check the school's requirements for kit, clothing and anything else you need to bring. The school may refuse to train you if you don't meet them.

Arriving on time, wearing the right gear and knowing the Highway Code. CBT is safety training, so please arrive on time, wear suitable clothing and protective gear as your school asks (for example sturdy boots that cover your ankles, jeans or motorcycle trousers (no shorts, leggings or thin joggers) and a heavy jacket), and make sure you know the Highway Code. If you arrive late, don't have the correct gear, or don't have a basic knowledge of the Highway Code, the school may not be able to let you take part, or may have to stop your training on the day. This is the school's decision, made for your safety and the safety of others. If this happens, the school's own terms on missed or stopped courses apply (see section 6), and we'll help you rebook.

6. Cancellations, changes, refunds and no-shows.

The course fee is covered by the allocated school's own published terms and rules on cancellations, reschedules, refunds and no-shows. We'll send you the school's details so you can check them, and we're happy to help coordinate any change or refund with the school.

CBTgo's booking fee, which is included in the price you pay, is non-refundable once your booking has been confirmed, unless the school cancels (see section 7).

7. If the school cancels.

If the school cancels or can't run your course, we'll offer you a rebooking with another partner school or a full refund of everything you paid, including CBTgo's booking fee.

8. Where we operate.

CBTgo is launching in London and the South East first, so we can only take bookings in areas where we have partner schools.

9. Your personal details.

We use your personal details to take your payment and to place your booking with the allocated school, who will use them to deliver your training. Questions about your data? Email info@cbtgo.co.uk.

10. Contact us.

For anything about your booking, email info@cbtgo.co.uk. For questions on the day of your training, contact your school directly.

The price on the booking page is what you pay (CBTgo's booking fee is included). Before you pay, you'll need to tick the box on the booking form to confirm you've read and agree to these Terms & Conditions. Ticking the box and completing payment means you accept them.