

Driving test cancellations

Refunding out-of-pocket expenses

We always aim to keep test appointments, but occasionally we do have to cancel a test at short notice (short notice means less than three clear working days). If we cancel your test, we will try to re-book your next test appointment within three weeks. A working day now includes Saturday.

We will **either** refund the test fee **or** re-arrange another test at no further cost to you in the following circumstances.

- If we cancelled your test.
- If you cancelled your test and gave us at least **three** clear working days' notice
- If you cancelled your test at short notice for medical reasons (we need to see a letter or certificate from your doctor). This must cover the date of the test or a period including the test date.
- If you keep the test appointment but the test does not take place or is not finished for a reason that is not your fault or the fault of the vehicle in which you were taking your test.

We will also refund certain expenses that you had to pay on the day of the test if we cancelled your test at short notice, unless it was because of **bad weather** or **poor light**. We **do** consider reasonable claims for:

- any standard pay or earnings you lost through taking **unpaid** holiday leave (usually half a day), after tax and national insurance contributions but not including any overtime or commission payments; and
- the cost of travelling to and from the test centre if you were taking a **theory test**, or the cost of hiring a vehicle for the test, including travelling to and from the test centre if you were taking a **practical test**. We will refund your mileage if you have used your own car to travel to and from the test centre. We will generally pay up to one and a half hours of vehicle hire. Costs are usually based on your instructor's or trainer's standard hourly lesson rate, rather than a flat rate applied by your instructor or trainer for using the vehicle on the day of the test.

We **do not** pay the cost of driving lessons that you arranged before a particular test appointment, extra lessons that you decide to take while waiting for a rescheduled test or Compulsory Basic Training courses after a motorcycle test has been cancelled.

Under the conditions of the Data Protection Act (1998), we need to get your written permission to allow us to contact your employer or your Approved Driving Instructor or trainer if we need more information about your claim.

Please see the back of this form for information on how to apply and our address details.



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What type of test was cancelled?

Box 1

Theory test

Practical tests

Car test Car and trailer test Motorcycle test Large Goods Vehicle driver's test

Passenger Carrying Vehicle driver's test Large Goods Vehicle instructor's voluntary register test

Approved Driving Instructor part 2 test Approved Driving Instructor part 3 test

Fleet register test Taxi test Other (for example, a tractor test)

Your details

Box 2

Full name:

Driver number:

Address and postcode:

Application booking reference:

.....

Reference (LGV voluntary register):

.....

Test centre:

.....

Test date: / /

.....

Test time:

Daytime phone number:

May we leave a message with someone else? Yes No

Date of cancellation notice: / /

Claim details

Box 3

Please tick the items that you are claiming and enter the amounts in the box below.

I want to claim the following amount and have provided supporting evidence (see the notes over the page).

Travel arrangements to and from the test centre if you were taking a **theory test**, or the cost of hiring a vehicle for the test, including travelling to and from the test centre if you were taking a **practical test**. Or, a refund of your mileage if you have used your own car to travel to and from the test centre. Please ask your instructor to **either** provide you with a receipt confirming your loss **or** fill in the confirmation on the next page if he or she cannot supply a receipt.

Loss of earnings for unpaid leave, **after deductions**. Please enclose written details from your employer confirming that you have lost half a day's earnings **after deductions**.

Other expenses (for example childcare). Please enclose receipts to support your claim.

Total claim

£

£

£

£

Please make sure that you enclose all relevant receipts. If you fail to do so, your claim may be delayed or the amount you receive may be affected. My out-of-pocket expenses should be refunded to:

me my instructor or trainer

Instructor confirmation of hourly rate

Box 4

Please ask your instructor or trainer to fill in this section only if he or she cannot supply a receipt confirming your loss.

I confirm that my standard hourly rate for instruction is £

I confirm that the candidate named in box 2 lost the amount shown above.

Your signature: Instructor number:

Daytime phone number:

Candidate declaration

Box 5

I agree that you can contact my employer or my instructor or trainer to check my claim.

I agree that all of the information is correct. My test was cancelled by the Driving Standards Agency at short notice and I lost the amount shown. I understand that filling in this form does not guarantee that I will receive a refund of out-of-pocket expenses.

Your signature: Date: / /

For official use only

Category of test:

Driving Standards Agency reference number:

Cancellation reason:

Finance system check completed:

Amount recommended for payment:

Certified: Name: Grade: Date: / /

Authorised: Name: Grade: Date: / /

Payment made: . . Name: Grade: Date: / /

For more information

For more information, please look at our booklet **Customer service - a guide to our service standards** that you can get from all our offices and test centres, or check our website at www.dsa.gov.uk

For help with any **theory test claims**, please call 0870 600 0067.

For help with claims about **practical Large Goods Vehicle instructor voluntary register tests** or **practical fleet driver voluntary register tests**, please call 0115 901 2500.

For help with **all other practical test claims**, please contact your local customer service unit or head office on the following numbers.

London and South East:	020 7468 4712	Midlands and Eastern:	0121 697 6762
Wales and Western:	029 2058 1218	Scotland:	0131 529 8645
Northern:	0191 201 8161	Head office:	0115 901 2500

How to apply for a refund of expenses

If you want to claim a refund, please fill in your personal details in box 2 and the details of your claim in box 3, and tick, sign and date in box 5. You will need to enclose:

- receipts for travel costs you paid on the day of the test;
- a receipt signed or stamped by your instructor or trainer for vehicle-hire charges for the day of the test, based on his or her usual hourly rate and showing their instructor or trainer number, your name, the amount charged and the period this covers;
- your employer's letter on headed paper confirming you took **unpaid** leave and showing your lost earnings (not including income tax and National Insurance) on the date of your test (this is normally for half a day only); and
- receipts for any other expenses that you had to pay on the day.

If you were taking a **practical test**, you may ask your instructor or trainer to fill in box 4 instead of sending in a receipt to confirm vehicle-hire charges.

Please make sure you make any claim within six months of the date of your cancelled test, otherwise we may not pay it.

Please send your claim and any supporting documents we need to the appropriate address.

For **all theory tests**:
Driving Standards Agency
Customer Service Department
PO Box 381
Salford, Manchester
M50 3UW

For **Large Goods Vehicle trainer voluntary register and fleet driver tests**:

Driving Standards Agency, LGV Voluntary Register Section
Stanley House
56 Talbot Street
Nottingham
NG1 5GU

For **all other tests**:
Driving Standards Agency
PO Box 280
Newcastle upon Tyne
NE99 1FP

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