

## **New Booking Policies - From 30<sup>th</sup> August 2005**

From 30<sup>th</sup> of August 2005 VOSA will be changing its policies for payments for tests. This is to prepare for internet bookings being available later in 2005 and should better ensure that a consistently good quality service is received from all test stations. These policies have been developed in consultation with customer representatives.

### **The New Policies**

- Credit and Debit card payments accepted
- The full fee must be paid at time of application with the exception of:
  - Class IV, V & VII tests
  - Prohibition clearances
  - All retests
  - and for payments made by Pre-Funded Account (see below)
- For Pre-Funded Account (PFA) holders payment is taken from account 30 days before the test
  - E-mail reminder of amount to be taken from PFA 5 days before it is taken
  - Where insufficient funds in the PFA the appointment will not be held
  - Post November Direct debit available to top up customer accounts
  - Further details of changes to PFA terms and conditions with May/June PFA statements
- Clear policies on cancellation and amendments
- Fee payable is fee valid at time of application

### **Online booking from November 2005**

- Book your own tests online
- Easy access to book tests at any test station
- Payment policies applied automatically online
- View, amend or cancel test bookings

## Detail of Amendment / Cancellation Policy

The use of a new computerised booking system will allow us to apply the amendment/cancellation policies accurately and efficiently. These are not significantly different from the current policies.

<b>Test Types Applicable To</b>	The following test types with less than 3 working days notice:  HGV Annual Tests / 1st Tests HGV ADR VTG10s PSV Annual Tests DDA Voluntary Tests MSVA VIC SVA*	All test types with 3 working days notice or more, and the following test types with less than 3 working days notice:  HGV Retests PG9 Clearances RPCs TIR COIF PSV Retests Tempo 100 All Class IV/V/VII Tests
<b>Scenario</b>	<b>Policy</b>	<b>Policy</b>
<b>1. Failure to Attend (FTA)</b>	Full test fee charged (no refund)*	No charge (full fee refunded if paid)
<b>2. Cancellation</b>	Full test fee charged (no refund)*	No charge (full fee refunded if paid)
<b>3. Amend appointment to a test start time later than booked</b>	Test cancelled, full test fee charged (no refund)* - new test booked for new appointment full fee charged	Test amended, no additional fee payable. <ul style="list-style-type: none"> <li>If new test time has different charge (i.e. has moved from out of hours to normal hours) then rules 5 and 6 will also apply.</li> </ul>
<b>4. Amend appointment to a test start time earlier than booked</b>	Test amended, if available, no additional fee payable. <ul style="list-style-type: none"> <li>If new test time has different charge then rules 5 and 6 will also apply.</li> </ul>	Test amended, no additional fee payable. <ul style="list-style-type: none"> <li>If new test time has different charge then rules 5 and 6 will also apply.</li> </ul>
<b>5. Amend vehicle or test type(s) to one of higher fee</b>	Difference between previously paid fee and higher fee payable (if available). <ul style="list-style-type: none"> <li>If the change causes a change in test start time then rules 3 and 4 will also apply.</li> </ul>	Difference between previously paid fee and higher fee payable. <ul style="list-style-type: none"> <li>If the change causes a change in test start time then rules 3 and 4 will also apply.</li> </ul>
<b>6. Amend vehicle or test type(s) to one of lower fee</b>	Higher fee still retained. <ul style="list-style-type: none"> <li>If the change causes a change in test start time then rules 3 and 4 will also apply.</li> </ul>	Fee payable reduced to lower fee (difference refunded if paid). <ul style="list-style-type: none"> <li>If the change causes a change in test start time then rules 3 and 4 will also apply.</li> </ul>
<b>7. Amend Reg/ID for same test type</b>	No charge	No charge

\* For SVA £50 is retained, the remainder of test fees paid is refunded

VOSA, issue 2, June 2005