

CnB TRAINING

Carz n Bikez Training Ltd

Licence to Life™ — Motorcycle Training & Licensing Services

TERMS & CONDITIONS OF SERVICE

Canterbury | Taranaki | New Zealand
Effective Date: 1 January 2025 • Version 2.1

Important Notice

By making a booking with CnB Training — whether online, by phone, or in person — you confirm that you have read, understood, and agreed to these Terms and Conditions in full. Please read this document carefully before confirming your booking.

1. About CnB Training

CnB Training (trading as Carz n Bikez Training Ltd) is a New Zealand motorcycle training and licensing services provider authorised by Waka Kotahi (NZTA). We deliver services under the Licence to Life™ (L2L) pathway framework across Canterbury (Christchurch) and Taranaki (New Plymouth).

Contact details:

- Phone: 027 533 2108
- Email: training@cnbtraining.nz
- Main Office: 94 Wrights Road, Addington, Christchurch 8842
- Main Office: 77 Devon Street East, New Plymouth.
- Booking portal: app.gettimely.com (CnB Training calendar)

2. Scope of Services

These Terms and Conditions apply to all services offered by CnB Training, including but not limited to:

- Starting Out Programme (SOP) — Foundation and Progression
- Fast Track Programme — Full Licence Pathway
- Ride Ready Programme packages
- Basic Handling Skills Test (BHST) preparation and assessment
- Competency-Based Training and Assessment (CBTA) — 6R Restricted & 6F Full Licence
- Theory preparation and coaching sessions
- Individual coaching and mentoring sessions
- Any other motorcycle training or advisory services offered by CnB Training

NZTA-Authorised Services

CnB Training is an approved provider of CBTA services under Waka Kotahi (NZTA) requirements. BHST and CBTA sessions are conducted in accordance with NZTA regulations. All riders must hold the appropriate current licence stage before commencing each level of training.

3. Booking & Payment

3.1 How to Book

Bookings can be made via our online booking portal, by phone, or by direct contact with our team. All booking requests are subject to availability.

3.2 Deposit & Securing Your Booking

A deposit is required to secure all bookings. Booking requests are held for a limited time and are not confirmed until the required deposit or full payment has been received. An unconfirmed booking may be released to another client without notice.

3.3 Full Payment

Full payment for all services must be received no later than 5 days prior to your scheduled appointment date. Payment is invoice-based unless otherwise agreed in writing.

3.4 Payment Methods

Accepted payment methods include:

- Online payment via the booking portal
- Bank transfer (internet banking)
- Debit or credit card (where available)

3.5 Late Payment Fees

Situation	Fee / Action
Payment made 5+ days prior	No additional fee
Payment made 1–4 days prior	Late payment may apply — contact us
Payment made on the day of appointment	Manual transaction fee of up to \$15.00
Payment made after the appointment	Manual transaction fee of up to \$15.00 plus any outstanding balance

3.6 Group & Package Bookings

Where a package or multi-session programme is booked, the full package price is due in accordance with Clause 3.3. Individual sessions within a package may not be separated, refunded, or substituted unless agreed in writing by CnB Training.

4. Cancellations & Rescheduling

Your appointment time is reserved exclusively for you. We respectfully ask for at least 72 hours' notice for any cancellation or reschedule request.

4.1 Cancellation Policy

Situation	Fee / Action
72+ hours notice given	No cancellation fee. Full credit or refund available (minus any non-refundable deposit).
Less than 72 hours notice	Cancellation fee of up to 50% of the total reserved course fee applies.
No-show or no notice given	100% of the total reserved course fee is charged. No credit or reschedule will be offered.
Same-day cancellation	Treated as No-Show — 100% of course fee applies.

4.2 Rescheduling Policy

Situation	Fee / Action
Online reschedule (72+ hours notice)	No charge. Subject to availability.
Manual reschedule (72+ hours notice)	Administration fee of \$25.00 applies.
Late reschedule (less than 72 hours notice)	Cancellation terms apply (minimum \$50.00 fee). See Clause 4.1.
CBTA session rescheduled with less than 48 hours notice	Minimum rebooking fee of \$50.00 applies.

Please Note

Cancellation and rescheduling fees may be cumulative depending on the nature of the change, the service type, and the timeframe of the request. If you are unsure, please contact our team before making any changes.

4.3 Extreme Weather & Unforeseen Circumstances

In the event that CnB Training must cancel or reschedule a session due to extreme weather, unsafe conditions, or unforeseen operational circumstances, clients will be contacted and have the option to reschedule a new time at no charge. Any prepaid course fees will be applied to the new appointment. In the event rescheduling is not possible, a full refund will be applied. CnB Training will make all reasonable efforts to notify clients as early as possible.

4.4 Rider Readiness & Suitability

If a rider presents for a session and is deemed by the trainer to be unfit to participate — due to inappropriate attire, unsuitable footwear, failure to meet LAMS or NZTA requirements, or any other safety concern — the session may be forfeited without refund.

5. Vouchers & Promotional Credits

5.1 Redeeming Vouchers

- Vouchers must be presented or referenced at the time of booking — retrospective application is not available.
- Vouchers are non-transferable and may not be exchanged for cash.
- Vouchers are valid for 12 months from the date of issue unless otherwise stated.
- Expired vouchers will not be accepted unless a written extension has been agreed.

- Vouchers cannot be used in conjunction with other promotional discounts unless explicitly authorised.
- If the service value exceeds the voucher amount, the balance must be paid in full prior to the session.

5.2 Promotional Credits

Promotional credits, referral incentives, or loyalty credits are non-refundable, non-transferable, and will not be reissued if a session is forfeited due to a no-show or cancellation within 72 hours.

6. Collection & Use of Personal Information

CnB Training collects personal information in order to deliver motorcycle training and licensing services, in accordance with the New Zealand Privacy Act 2020 and NZTA regulatory requirements.

6.1 What We Collect

- Full legal name, date of birth, contact details
- Driver licence number and licence stage
- Emergency contact details
- Payment information (processed securely; card details are not retained)
- Training records, assessment outcomes, and progress notes
- Photographic or video records (with separate written consent — see Clause 6.5)

6.2 Why We Collect It

- To confirm and manage your booking
- To deliver training and assessment services
- To fulfil NZTA and Waka Kotahi reporting obligations
- To process payment transactions
- To communicate regarding your training, bookings, and pathway progression

6.3 Safe Storage of Personal Information

CnB Training takes all reasonable steps to protect your personal information. Despite these measures, CnB Training cannot guarantee absolute security and will not be held liable for data breaches outside their reasonable control, including malicious online intrusion, hacking, or third-party system failures.

6.4 Who We Share Your Information With

Your personal information will not be shared with third parties without your prior consent, except where required by law, directed by NZTA, or necessary to protect your safety or meet a legal obligation.

NZTA Requirement

The collection of certain personal details is a legal requirement under NZTA regulations and forms part of the formal licensing and assessment process conducted by CnB Training on behalf of Waka Kotahi.

6.5 Photographic & Video Consent

No images or footage will be used for promotional purposes without your express written consent via a separate Photo & Video Consent Form. You may withdraw promotional consent at any time in writing.

6.6 Your Privacy Rights

Under the Privacy Act 2020, you may request access to, or correction of, personal information we hold. Contact: training@cnbtraining.nz or 027 533 2108.

7. Online Booking Platform

CnB Training uses a third-party online booking platform (Timely). By using the portal, you acknowledge that the platform is operated by a third-party provider subject to their own terms, that CnB Training is not responsible for technical failures of the platform, and that it is your responsibility to ensure your booking is confirmed before attending.

8. Rider Responsibilities

8.1 Licence Requirements

- Hold the appropriate and current NZTA licence stage before commencing each programme level.
- Provide photo ID (Driver Licence or Passport) on the day of each session.

8.2 Fitness to Ride

- Arrive rested and not under the influence of alcohol, drugs, or any impairing substance.
- Inform your trainer of any medical conditions or physical limitations affecting your safety.

8.3 Behaviour & Conduct

- Treat all CnB Training staff, trainers, and fellow participants with respect.
- Follow all trainer instructions during on-bike sessions.
- CnB Training reserves the right to remove a rider who poses a risk, without refund.

9. Equipment & Attire Requirements

9.1 Mandatory Rider Gear

- Safety helmet of an approved standard, securely fastened
- Long-sleeved, front-fastening jacket
- Full-length trousers / long pants (no shorts or skirts)
- Suitable gloves
- Sturdy, fully enclosed footwear (ankle coverage recommended)

Cold or Wet Weather

If weather conditions are cold or wet, please bring additional appropriate clothing. Arriving inappropriately dressed may result in forfeit of your session without refund.

9.2 Client-Supplied Motorcycles (CBTA Sessions)

- LAMS-approved and in standard manufacturer's form
- Capable of maintaining open-road speeds in head winds and on hills

- Current Warrant of Fitness (WOF) and current registration
- All electrics functioning: indicators, brake lights, horn
- Tyres and drive chain in safe, roadworthy condition

10. Liability & Safety

Motorcycle riding involves inherent risks. While CnB Training takes all reasonable precautions, you acknowledge that you participate at your own risk and that CnB Training will not be held liable for any injury, loss, or damage except where liability cannot be excluded under New Zealand law.

ACC Cover

New Zealand's ACC scheme may provide cover for injuries sustained during training, subject to ACC's standard eligibility criteria. CnB Training does not provide personal accident insurance.

11. Intellectual Property

All training materials, resources, frameworks, and system documentation — including the Licence to Life™ (L2L) system — are the proprietary intellectual property of CnB Training / Carz n Bikez Training Ltd and may not be reproduced or distributed without prior written consent.

12. Amendments to These Terms

CnB Training reserves the right to update these Terms at any time without prior notice. It is the client's responsibility to review current Terms prior to each booking. Continued use of services following any update constitutes acceptance of the revised Terms.

13. Complaints & Disputes

13.1 CnB Training Complaints

Contact us in the first instance: training@cnbtraining.nz | 027 533 2108.

13.2 NZTA Licensing Complaints

For concerns relating to NZTA licensing services, contact Waka Kotahi directly:

<https://www.nzta.govt.nz/contact-us/complaints/complaint-form/>

14. Governing Law

These Terms and Conditions are governed by the laws of New Zealand. Any disputes will be subject to the jurisdiction of the New Zealand courts.

CLIENT ACKNOWLEDGEMENT

By booking a service with CnB Training, I confirm that I have read and understood these Terms and Conditions, I agree to be bound by them, and I consent to the collection and use of my personal information as described in Section 6.

Client Full Name:	Date:
_____	_____
Signature:	Guardian Signature (if under 18):
_____	_____

APPENDIX A

Ride Ready Starting Out Programme (SOP)

Options Agreement & Programme Terms

Overview

The Ride Ready Starting Out Programme (SOP) packages are designed for new riders or those with little riding experience. Each package provides a structured, supported entry point into the Licence to Life™ journey — removing barriers and building confidence from day one.

A1. Programme Terms & Conditions

A1.1 Client Responsibility

To maximise programme benefits, it is the client's responsibility to specify preferred dates upon the initial booking request. CnB Training will make all reasonable efforts to accommodate preferred dates, subject to availability.

A1.2 Rescheduling and Cancellation

Standard Terms and Conditions apply for any reschedules, cancellations, or rebookings (refer to Section 4 of these Terms and Conditions). Minimum age requirements for relevant licence stages apply as per Waka Kotahi (NZTA) licensing standards and must be met prior to commencement of each stage.

A1.3 BHST Certificate

If the Basic Handling Skills Test (BHST) certificate is not achieved within the allocated sessions of this programme, standard costs will apply for any further services required to achieve this stage. CnB Training will advise the client in advance of any additional costs.

A1.4 Payment and Refunds

Ride Ready Programme packages require advance payment in full prior to commencement and are non-refundable or non-transferable once the programme has commenced. This applies to all package options (Option 1 and Option 2).

Before You Commence

Please ensure you have reviewed all package inclusions and are satisfied with your selection prior to making payment. Once a programme has commenced, no refunds or transfers will be issued.

A1.5 Management Discretion

CnB Training management retains the discretionary right to adjust any services within the Ride Ready packages without prior notice. Where adjustments materially affect the programme, CnB Training will endeavour to communicate changes to clients as early as possible.

A1.6 Unclaimed Services

Unclaimed services within a Ride Ready package will be held in credit for future use by the client as per the original booking. Credits are valid for claiming for up to 12 months from the commencement date of the packaged programme. Credits remaining unused after this date will become void and no refund will be issued.

A1.7 Requests Regarding Unused Services

Requests concerning unused services within a Ride Ready package are subject to the discretion of CnB Training management. All requests must be submitted in writing and addressed to the Management of CnB Training within 48 hours of the intended booked service date.

A2. Package Options

OPTION 1 — Ride Ready for Basics (SOP Basic)

Designed for brand new riders. Everything you need to take your first steps with confidence.

Package Inclusions — Option 1

1. Just Starting Out — Standard session (Introduction to motorcycling, safety fundamentals, rider mindset)
2. BHST Certificate — Basic Handling Skills Test preparation and assessment
3. Online Virtual Theory Coaching / Q&A Booklet
4. Post Learner 6L Rider Development Training
5. Ride Forever Training Courses
6. Progress Road Map — your personalised Licence to Life™ pathway guide
7. 12 months email support
8. Bike and riding equipment included (Helmet and Gloves)
9. Introduction — Easy Steps to Your Licence — Online Virtual Session via Zoom

OPTION 2 — SOP Foundation — Learners Package

Includes all Ride Ready for Basics (Option 1) services, PLUS additional structured development for riders who want to build a stronger foundation before progressing to their learner licence.

Package Inclusions — Option 2 (All of Option 1 PLUS)

1. All inclusions from Option 1 — Ride Ready for Basics
2. Additional Training & Practice with Instructor — structured skill refinement sessions
3. On-Bike Self Development Practice Session — guided independent practice
4. BONUS: Bike use at no charge for MMC (Mastering Motorcycle Control) sessions — subject to MMC Terms & Conditions

Important Programme Notice

The above is an example of the SOP programme options and may change and be updated from time to time. Always refer to the currently advertised course description for current and accurate programme information. CnB Training reserves the right to update package inclusions in accordance with Clause A1.5.

APPENDIX B

Fast Track Programme

Full Licence Pathway — Programme Agreement & Terms

Overview

The Fast Track Programme is a structured, goal-mapped pathway designed for committed riders who want to move efficiently from no licence to full licence. Every session is purposefully designed to advance skills and road-readiness, with clear milestones at every stage.

The Fast Track Programme is part of the Licence to Life™ system and covers all stages of the New Zealand motorcycle licensing pathway: BHST → CBTA Restricted (6R) → CBTA Full (6F).

B1. Programme Terms & Conditions

B1.1 Programme Commitment

The Fast Track Programme is designed for riders who are committed to progressing through their full licence pathway in a structured and timely manner. By enrolling, the client acknowledges that consistent attendance, engagement, and effort are required to achieve the programme's outcomes.

B1.2 Eligibility & Readiness Assessment

Enrolment in the Fast Track Programme is subject to a readiness assessment by CnB Training. CnB Training reserves the right to recommend an alternative programme if the client's current skill level, confidence, or experience is not aligned with Fast Track requirements. The safety and effectiveness of the programme takes precedence.

B1.3 Licence Stage Requirements

The client must hold the appropriate current NZTA licence stage before commencing each phase of the programme. Minimum age requirements as per Waka Kotahi (NZTA) licensing standards must be met. It is the client's responsibility to ensure they meet all eligibility requirements prior to each session.

B1.4 Payment and Refunds

The Fast Track Programme requires advance payment in full and is non-refundable or non-transferable once the programme has commenced. Where a programme has not yet commenced, requests for refund or transfer are subject to CnB Training management discretion and standard cancellation terms (Section 4).

Once Commenced

Once any Fast Track Programme session has been delivered, the programme is considered commenced and no refund or transfer of remaining sessions to another person will be permitted. Unused sessions are subject to the unclaimed services policy (Clause B1.7).

B1.5 Rescheduling and Cancellation

Standard Terms and Conditions apply (Section 4). For CBTA sessions, a minimum of 48 hours' notice is required to reschedule without penalty. CBTA assessment sessions cancelled with less than 48 hours' notice will incur a minimum rebooking fee of \$50.00, in addition to any applicable cancellation fee.

B1.6 Management Discretion

CnB Training management retains the discretionary right to adjust any services within the Fast Track Programme without prior notice. Where adjustments materially affect the programme, CnB Training will endeavour to communicate changes to clients as early as possible.

B1.7 Unclaimed Services

Unclaimed services within a Fast Track Programme will be held in credit for future use by the client, valid for 12 months from the commencement date of the programme. Credits unused after this date will become void and no refund will be issued.

B1.8 Requests Regarding Unused Services

Requests concerning unused services must be submitted in writing to CnB Training Management within 48 hours of the intended booked service date. All requests are subject to management discretion.

B1.9 BHST and CBTA Outcomes

The Fast Track Programme includes structured preparation for BHST, CBTA 6R (Restricted), and CBTA 6F (Full Licence) assessments. Successful completion of each assessment is subject to the rider demonstrating the required standard as assessed by a CnB Training qualified assessor. CnB Training does not guarantee a pass outcome at any assessment stage. Where a rider does not meet the standard required, additional preparation sessions may be recommended at standard rates.

B1.10 LAMS and Motorcycle Compliance

Any motorcycle used during the Fast Track Programme must be LAMS-approved and in standard manufacturer's form. The client's motorcycle must hold a current Warrant of Fitness (WOF) and current registration for all on-road sessions. CnB Training reserves the right to decline the use of any motorcycle that does not meet the required standard.

B2. Fast Track Programme Inclusions

The Fast Track Programme is a comprehensive, end-to-end licensing package. Standard inclusions are:

Fast Track Programme — Standard Inclusions

1. BHST (Basic Handling Skills Test) — preparation and assessment
2. CBTA 6R (Restricted Licence) — training and assessment
3. CBTA 6F (Full Licence) — training and assessment
4. Licences (BHST Basic Skills Certificate, 6R Restricted, 6F Full)
5. Additional training sessions as required within the programme structure
6. Trainer Support — ongoing coaching and guidance throughout the programme
7. Theory Preparation — live sessions with Trainer
8. Bike & Gear — provided for BHST and designated sessions
9. Live Q&A sessions — CBTA 6R & 6F Do's and Don'ts
10. Progress Road Map — your personalised Licence to Life™ pathway
11. Priority booking access

Programme Flexibility

The Fast Track Programme structure is designed to meet the needs of committed riders with higher readiness levels. All four stages of the Licence to Life™ system are delivered in full — no stages are omitted. CnB Training will conduct a readiness assessment prior to programme commencement to confirm Fast Track is the appropriate pathway.

Important Programme Notice

The above is an example of the Fast Track programme inclusions and may change and be updated from time to time. Always refer to the currently advertised course description for current and accurate programme information. CnB Training reserves the right to update package inclusions in accordance with Clause B1.6.

Thank you for choosing CnB Training.

We look forward to guiding you on your Licence to Life™ journey.