



# Terms and Conditions for Training

Version 2 – valid from 10 September 2026

ADAPT Trafikkskole · Org. no. 931 179 942 · Solbråveien 20, 1383 Asker, Norway · Tel. +47 411 94 456 ·  
post@adapttrafikkskole.no

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## 1. General

### 1.1 About the agreement

- ADAPT Trafikkskole offers the Basic Traffic Course (trafikkalt grunnkurs) and driver training for licence category B.
- Important information about your customer relationship is sent via TABS, SMS or e-mail. The student always has a full overview of lessons, courses, purchases and balance in TABS.
- Where special grounds exist, the school may terminate the customer relationship, cf. the Norwegian Driver Training Regulations (trafikkopplæringsforskriften) § 7-2.

### 1.2 Identification

- The student is responsible for bringing **valid identification** (passport or national ID card) to all driving lessons, courses and the driving test.
  - Without valid identification, the lesson, course or driving test cannot be carried out, cf. the Driver Training Regulations § 2-1. The lesson or course will then be charged in full.
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## 2. Conduct and attendance

### 2.1 Late arrival

- The instructor will wait up to **15 minutes from the scheduled start time**.
- If we have not received notice within this time, the lesson is considered a "no-show" and will be charged in full.
- This does not apply if the student has given notice in advance or has a separate agreement with the instructor.

### 2.2 Attendance at mandatory training

- The student must arrive on time for all mandatory training. The law sets specific time requirements, and late arrival may result in the training not being approved.
- Training that cannot be approved due to late arrival will be charged in full without refund.

### 2.3 Rules of conduct

- The student must behave respectfully and follow the instructor's directions.
- ADAPT Trafikkskole reserves the right to refuse further training without refund if a student acts in a threatening manner, displays disrespectful behaviour or creates an unsafe situation during training.
- Serious violations may be reported to the relevant authorities if necessary.

## 2.4 Pick-up for driving lessons

- If the student wishes to be picked up at a **meeting point outside the school's premises**, the travel time counts as part of the driving lesson.
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## 3. Cancellation and absence

### 3.1 Cancellation deadlines

- **Driving lessons** must be cancelled by **12:00 noon at least 2 business days** before the scheduled time.
- **Mandatory training and courses** (Basic Traffic Course, stage assessments, safety course on the training track and safety course on the road) must be cancelled by **12:00 noon at least 7 days** before the scheduled time.
- Business days are Monday to Friday, excluding public holidays.

### 3.2 How to cancel

- Cancellations are made directly to your driving instructor by mobile phone or e-mail, or via the TABS app. Regardless of channel, a cancellation is only valid once the instructor has confirmed it.
- SMS reminders are a courtesy service. The student is responsible for attending or cancelling within the deadline. The school is not liable for failures in SMS services, mobile networks or other circumstances beyond our control.

### 3.3 Late cancellation and no-shows

- In the event of late cancellation, we will do our best to find another student who can take over the slot so that neither the student nor the school is unnecessarily charged. However, this cannot be relied upon.
- Lessons and courses cancelled after the deadline, or where the student does not attend without giving notice, will be charged in full without refund. This also applies to the Basic Traffic Course, the first aid course and the night driving course.

### 3.4 Illness and other absence

- Absence due to illness, travel, third-party circumstances or other reasons is **not** considered valid absence, and the lesson or course will be charged in full. An ordinary doctor's note does not provide exemption.
- The only exception is acute, serious illness resulting in hospital admission. Documentation from the hospital must be sent to the school within 7 days of the scheduled time. If documentation is not received within the deadline, the lesson or course will be charged, or deducted from the student's package, without the possibility of refund.
- We ask for your understanding. Lessons and courses are tied to an instructor and a vehicle, and lost slots can rarely be filled at short notice.

### 3.5 Cancellation by the school

- If the school has to cancel a lesson or course, we will give notice as early as possible, and the student will not be charged.
  - If a scheduled lesson or course has not been paid for by the deadline, the school reserves the right not to carry out the activity. The student, or the guardian where applicable, will nevertheless remain financially liable for the activity due to the costs associated with the cancellation.
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## 4. Prices and payment

### 4.1 Prices

- All standard prices are listed on our website.
- We reserve the right to change prices. Price changes do not affect packages that have already been paid in full.

## 4.2 Payment deadlines

- **Individual lessons and courses** purchased outside a package must be paid before the lesson or course starts.
- **Packages** are invoiced with a 14-day payment deadline from the invoice date.
- Non-payment may result in scheduled lessons and courses not being carried out, cf. section 3.5, and the agreement being cancelled.
- If the student has not paid for courses or lessons by the deadline, or has otherwise failed to pay, the school may suspend all further training until the outstanding amount has been paid in full.

## 4.3 Payment methods

- **Via TABS:** Payment is made on the student page under "Account → Pay now" using Vipps or online banking.
- **Via the website or a third-party provider:** When purchasing via the website or the student portal, the full amount is charged when the order is completed. The customer may choose between card, Vipps, invoice or instalment payment via Klarna or similar. With instalment payment, a separate agreement is entered into between the customer and the financing partner. ADAPT Trafikkskole receives the full amount from the payment provider and is not responsible for any further payments between the customer and the third party.

## 4.4 Additional costs

- Public fees (including the driving test fee payable to the Norwegian Public Roads Administration), invoice fees and surcharges for evening and weekend lessons are not included in the packages.
  - Fees for payment reminders or debt collection notices apply in accordance with applicable law.
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# 5. Packages

## 5.1 Purchase and use of packages

- Packages are personal and cannot be transferred to others.
- A package is an offer and does not guarantee passing the driving test.
- The student is responsible for monitoring their own lesson usage in TABS. Driving lessons beyond the package are charged at the standard price.

## 5.2 Payment of packages and loss of package price

- The student may start and complete training according to the agreed payment plan. Packages invoiced by the school must nevertheless be paid in full **no later than upon completion of the safety course on the road (stage 4)**.
- If the package has not been paid by this time, the package price lapses. The package invoice is cancelled, and all completed training is re-invoiced at the standard price.
- This does not apply to packages paid in full via the website or through a third-party provider such as Klarna.
- If the package invoice has already been sent to debt collection, this section does not apply. The invoice is then maintained in full, and the debt collection case continues in accordance with applicable law.

## 5.3 Validity

- Packages must be used within **12 months** from the date of purchase.
- After 12 months, the package is considered expired. Unused lessons lapse and are not refunded.

## 5.4 Right of withdrawal

- When purchasing a package online or by telephone, the student has a **14-day right of withdrawal** from the date of purchase, in accordance with the Norwegian Right of Withdrawal Act (angrerttloven).

- If the student has requested that training begin within the withdrawal period, completed training is deducted at the standard price before the remaining amount is refunded. No fee is charged for exercising the right of withdrawal.

### 5.5 Refunds after the withdrawal period

- Refunds of the unused part of a package are only granted within the 12-month validity period.
  - Upon refund, all completed training is invoiced at the standard price. The difference between the standard price and the package price is deducted before the remaining amount is paid out.
  - An **administration fee of NOK 1,000** is charged for processing the refund.
  - If the student has passed the driving test, the unused amount is refunded without recalculation and without a fee.
  - Refunds are paid only to the same account or payment method used for the purchase.
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## 6. Gift cards

- Gift cards can be purchased by contacting the school and are valid for **12 months** from the date of purchase.
  - Gift cards cannot be used to purchase new gift cards and cannot be exchanged for cash.
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## 7. Students under 18 years of age

- Under the Norwegian Guardianship Act (vergemålsloven) § 9, minors cannot enter into binding agreements. Students under 18 therefore cannot register for training without the consent of a parent or guardian.
  - If a student under 18 books the Basic Traffic Course or driving lessons online, ADAPT Trafikkskole assumes that the parent or guardian has given consent.
  - By registering and signing, the parent or guardian confirms that they consent to the training, understand the financial obligations and accept responsibility for all costs incurred in connection with the training.
  - It is the parent's or guardian's responsibility to stay informed about the training and ensure that the student complies with the school's rules, payment terms and attendance requirements.
  - ADAPT Trafikkskole is not responsible for misunderstandings between the student and the parent or guardian regarding registration or participation in training.
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## 8. Disputes

- This agreement is governed by Norwegian law.
  - If a dispute cannot be resolved through dialogue, the student, as a consumer, may refer the matter to mediation with the Norwegian Consumer Authority (Forbrukertilsynet).
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## 9. Acceptance of terms

By signing this document digitally, you confirm that you have read, understood and accepted the terms and conditions for training at ADAPT Trafikkskole.

If you are under 18, your parent or guardian confirms by their signature that they have reviewed and approved the terms on your behalf and accept financial responsibility for the training.