

Terms and conditions – Vehicle MOT Testing, Hackney Carriage and Private Hire Vehicle Testing

Charges

For our current charges, please click [here](#)

Vehicle MOT Testing Bookings

Payment must be made at the point of booking. Please note we accept debit card, and credit card payments for online bookings.

Hackney Carriage and Private Hire Vehicle Testing Bookings

You must have completed your Hackney Carriage and Private Hire Vehicle Licence Application, using **My Council Services** before you make a booking for a roadworthiness/compliance test (and combined MOT test if required).

Your payment will be taken when you complete your Hackney Carriage and Private Hire Vehicle Licence Application. Please note we only accept debit card payments for online bookings.

When booking your roadworthiness/compliance test (and combined MOT test if required), you must include the My Council Services application number as a reference number to confirm your payment.

Vehicle MOT tests carried out at the same time as a roadworthiness/compliance test, must be booked and paid for as a combined test. If the vehicle MOT test is requested later, payment will be taken at full cost.

Arriving at the test centre

You must arrive on time for your test. If you are going to be late, please call 01264 368370. Failure to arrive within 15 minutes of your test time may result in your test having to be rearranged.

Vehicles must be removed from our test centre once the test has been completed - regardless of the test outcome.

Cancellation/Amending Bookings

The Council has a 24 hour cancellation policy for this service. If you miss your scheduled booking date and time or cancel with less than 24 hours' notice, the fee you have paid will not be refunded and you will need to re-book and pay the full price.

If you have cancelled your booking more than 24 hours before the booking date and time, a refund will be processed.

All refunds, where applicable, will be made to the original payment card. Please allow 10 working days for the payment to be returned to you.

MOT retests

If your vehicle fails an MOT test, the vehicle will require moving from our test centre for repair. You will not have to pay again if your vehicle fails and is brought back to our test centre within 10 working days. To book a retest, please call 01264 368370.

If a retest is not carried out within 10 working days, the vehicle will then be subject to another test at the full MOT test fee.