

Diversiónary Courses – Clients Terms & Conditions

The following terms and conditions will apply to any client who books and completes an NDORS (National Driver Offender Retraining Scheme) course in Lancashire.

PLEASE READ CAREFULLY

Should you choose to book with another service provider you will be bound by their terms and conditions.

1. Failure to Comply with Terms and Conditions

Failure to comply with the terms and conditions will be certified as non-completion; for the benefit of doubt this includes clients that do not attend their course (no shows). In such cases the offer of a Diversiónary Course will be withdrawn and you may be prosecuted for the original offence.

A partial refund of £40 (Speed Awareness, What's Driving Us, RIDE, Motorway Awareness or Safe Considerate Driving Course), unless stated otherwise, will be credited and you should contact the NDORS Team to arrange this. Refunds will be credited via the original method of payment.

2. Course Fees

The course fee is payable in full at the point of booking using a credit or debit card. We do not have the facility to take payments via instalments, cheques, postal orders or cash.

Any expense or loss associated with attending the course e.g. loss of earnings, travel or childcare expenses will be met by the client.

3. Re-Arranging Your Course Date or Time

If you wish to change the date or time of your course please contact the NDORS Team and we may be able to accommodate your request however your course will only be re-arranged up to 3 times.

The following administrative charges for re-arranging your Speed Awareness, Motorway Awareness, What's Driving Us or RIDE courses will be incurred:

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|---|-----------|
| 1. Change of date more than 20 working days' notice | NO CHARGE |
| 2. Change of date between 6 and 20 working days' notice | £24.50 |
| 3. Change of date with 5 or less working days' notice | £40.00 |

The following administrative charges for re-arranging your Safe Considerate Driving course will be incurred.

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|---|-----------|
| 1. Change of date more than 20 working days' notice | NO CHARGE |
| 2. Change of date between 6 and 20 working days' notice | £54.50 |
| 3. Change of date with 5 or less working days' notice | £100.00 |

NB: Working days are defined as Monday-Friday excluding bank holidays.

Consideration may be given to waiving the above administration fees on production of written evidence to confirm:

- An illness certified by a doctor
- Notification of a hospital appointment
- Jury service
- A court appearance
- A bereavement (close relative)
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NB: We strongly advise you to send any original documents by recorded delivery.

You should consider any anticipated commitments prior to booking your course date. Administration fees will not be waived due to any of the following: child care issues, delayed flights, pet illness, holidays, religious holidays, examinations, job interviews, work or social commitments.

4. Course Completion Time Limits

Please note your course must be completed within a period of time imposed by the referring police force; if you have been referred by Lancashire Constabulary then your course must be completed within 5 months of the offence date.

5. Course Completion

In order to successfully complete your course you must be present throughout and **actively** take part, contribute and demonstrate a willingness to improve your driving skills.

All mobile communication devices must be switched off during the delivery of the course; if you fail to do so the trainer will ask you to leave the course and you will be referred back to the Police. Exceptions to this please see guidance under Mobile Phones / Smartphones / Electronic Devices / Communication Aids.

6. Course Cancellation

Should you wish to cancel your course booking and not re-book, an administrative charge will be incurred dependant on the amount of notice you provide:-

Speed Awareness, Motorway Awareness, What's Driving Us or RIDE courses

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|---|--------|
| 1. Cancellation with more than 5 working days' notice | £24.50 |
| 2. Cancellation with 5 or less working days' notice | £40.00 |

Safe Considerate Driving course

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|---|---------|
| 1. Cancellation with more than 5 working days' notice | £54.50 |
| 2. Cancellation with 5 or less working days' notice | £100.00 |

Please contact the NDORS Team to arrange a cancellation, the remaining fee will be refunded to the card on which the course payment was made.

Please note that cancelling your course may result in you being prosecuted for the original offence. You may no longer be liable for a fixed penalty and the case may be referred to court where additional costs may be incurred if you are convicted by the Magistrates.

In the unlikely event we are unable to deliver a course, every effort will be made to contact you beforehand and offer you another course at your convenience within the time constraints of your fixed penalty. Should it not be possible to agree another course date, a full refund will be issued but no further payment will be made.

7. Late Attendance

You must arrive promptly for registration which will take place 20 minutes before your course start time. You must plan your journey and allow yourself sufficient travel time especially during busy periods of the day.

If you arrive after the course start time (for the start time please refer to your course confirmation) you are unlikely to be admitted by the trainer and depending on your offence date and availability you may be unable to book another course, please contact the NDORS Team. The trainer **will not** be able to rearrange you.

We understand that on occasion there will be exceptional circumstances which may prevent you from arriving on time e.g. road traffic collisions or severe weather. In these circumstances please contact the NDORS Team and where possible we will endeavour to offer you another course date.

Should this not be possible and subject to the manager's approval, a full refund will be issued.

*Please note that road works or not allowing yourself sufficient time for your journey will not be deemed as exceptional circumstances.

8. Identification

It is essential that you bring photographic identification to the course, preferably a photo card style driving licence. If you do not have a photo card licence, you must bring a passport or similar photographic means of identification.

We only accept originals for identification purposes so photocopies or electronic copies will not be accepted. Failure to produce the required documentation may result in you being

refused admittance. If you have a problem producing photo ID please contact the NDORS Team prior to your course.

If you wear a form of head dress that covers your face for personal or religious reasons you will be required to remove or adjust this to allow the trainer to establish your identity. This will be carried out privately at your request. If you require someone of the same gender to carry out the identification, please contact the NDORS Team prior to your course.

It is an offence to attempt to illegally misrepresent the true identity of another driver by attending the course in place of somebody else. Should this occur any individual involved will be removed from the course and may be subject to prosecution for a more serious offence.

9. Special Requirements

Every effort will be made to accommodate disability, mobility, language, religious and other special requirements provided that they are indicated at the time of booking.

Should you have a special requirement you must call the NDORS Team to book your course.

We do not provide interpreters but you may bring your own; however we do insist that interpreters are at least 18 years of age and because places are limited you must contact the NDORS Team to ensure an extra space is available for your interpreter, failure to do so may result in admittance being refused. We will need to know their name and they will have to bring photo ID with them to the course.

The courses have been designed to maximise your learning experience, to achieve this you are expected to actively participate in group and class discussions. If you are uncomfortable or un-able to participate fully please contact the NDORS Team to discuss your options. Failure to engage may result in the Trainer requesting you leave the course.

We have no facilities to accommodate children or dependent adults.

10. Mobile Phones / Smartphones / Electronic Devices / Communication Aids

In order to reduce the number of interruptions on the course and also maintain client confidentiality, we ask that all mobile phones and smart phones or any electronic devices capable of making recordings / taking photographs are switched off for the entire duration of the course. If you require the use of communication aids (other than hearing aids), please contact the NDORS Team by telephone or email before booking your course so that we can discuss alternative provision. Failure to observe this may result in the Trainer requesting you leave the course.

11. Practical Courses – Automatic or Manual

When booking your course with a practical element, Safe Considerate Driving, you must select what type of vehicle you usually drive so a suitable vehicle can be made available. If

you fail to do this or select the wrong vehicle type we cannot guarantee you will be able to participate on the practical element of your course.

If you have booked a course that includes an on-road session you must produce a **valid photo** driving licence to the trainer; if you have any concerns about your entitlement to drive please contact the NDORS Team before your course date. Please note that routine checks will also be conducted by the Police prior to your course to confirm your entitlement to drive.

An eyesight test will be carried out prior to the on-road practical session, if you wear corrective eyewear for driving these must be worn on the day. If you fail the eyesight test you will be asked to leave, you will need to contact the NDORS Team to discuss your options.

12. Conduct, Personal Appearance and Dress Code

Abusive or inappropriate language, threatening or disruptive behaviour towards staff or other attendees will not be tolerated and in some circumstances may be reported to the Police.

You must not attend under the influence of alcohol or drugs.

You are required to be appropriately dressed for the consideration of other clients e.g. no work clothes such as overalls and muddy boots however a clean uniform is acceptable.

If your course includes a practical on-road session, please be mindful that if it is considered that any garment or item of clothing presents a risk to the occupants of the vehicle and/or other road users, you will be required to make reasonable adjustments to alleviate or mitigate the risk.

Should you not adhere to the above, you may be refused admittance or asked to leave the course.

13. Data Security

In order to administer course bookings, the Fastform online booking system provided by Clarity Information Solutions Ltd will be utilised.

Payments for course bookings made online or by telephone will be processed by a PCI (Payment Card Industry) compliant payment provider.

Client personal details will be held in our booking system for 6 months, after which they will be anonymised and held for 3 years.

14. Client Feedback

Lancashire Constabulary is always striving to improve the education of road users and to provide an enjoyable but instructive learning experience. After completing your course you may be contacted by the NDORS Team or Lancashire Constabulary and asked to comment on your experience, from the initial booking to the final educational outcome. Any information collected will be anonymised and only used as an aid to service improvement.

15. No Smoking Policy

Designated smoking areas will be determined by your chosen course venue.

Once the course has begun clients will not be permitted to leave the classroom for this purpose; smoking is only permitted during designated break times.

16. Complaints Procedure

Should you wish to make a complaint please contact us in writing via post or email.

17. Lancashire NDORS Team – Contact Details

Phone number: 01772 410950 Mon-Fri (excluding Bank Holidays) 9am to 11am – 1pm to 3pm
Email: Monitored between 9am and 4pm Mon-Fri (excluding Bank Holidays) NDORS@lancashire.pnn.police.uk
Address: NDORS Team, CPU, PO Box 1329, Preston, PR2 0SX