

## **Safer Roads Humber – Booking Terms and Conditions**

**YOU MUST READ THESE CONDITIONS - BY BOOKING A COURSE, YOU AGREE TO BE BOUND BY THEM.**

If you fail to comply with these terms and conditions at any stage the offer of a course will be withdrawn and your file will be returned to the issuing Police Force for further consideration.

<b><u>1</u></b>	If you have forwarded a cheque in order for Safer Roads Humber to book your place, any cheque returned to Safer Roads Humber due to insufficient funds in your account will result in your course being cancelled until a confirmed payment is received. Subsequent payment will only be accepted by postal order or by card payment.
<b><u>2</u></b>	If you book a course and then change your mind for any reason you must inform us within 14 days from the date you booked your course in order to obtain a full refund. However, if you book a course within the next 14 days and then wish to cancel only a partial refund of £49 will be made.
<b><u>3</u></b>	If Safer Roads Humber has to re-schedule your course for other reasons that are beyond its control, every effort will be made to offer a new course date. However, Safer Roads Humber will not undertake to reimburse any additional expenses that you may incur due to such changes, although your statutory rights are not affected by this.
<b><u>4</u></b>	You must notify Safer Roads Humber prior to booking your course if you have any special needs, medical conditions that could affect your attendance or you need to take an interpreter so that suitable arrangements can be made. Every effort will be made to accommodate any special requirements provided Safer Roads Humber are notified <b>prior</b> to booking the course.
<b><u>5</u></b>	If you are unable to attend your course date due to medical, legal or compassionate grounds, you will be required to provide documentary proof. A new course date will be arranged but the course must take place within four months of the date of the offence. This will also apply if you are a carer/parent and your dependant is taken ill. In these circumstances Safer Roads Humber has the discretion to waive any rescheduling fee.
<b><u>6</u></b>	Once you have booked your course you will be sent a confirmation by email or post. However, it is recommended that you make your own note of the details in case your confirmation is not received. The excuse that you did not receive your confirmation will not be a valid reason for not attending your course and any further bookings would be subject to a further booking fee.
<b><u>7</u></b>	You must attend your chosen course in a fit state to enable you to participate fully. Any persons suspected of not being in a fit state will be refused entry to the course. This will be classified as 'non completion'.
<b><u>8</u></b>	The course is presented in spoken and written English. If you feel you may have difficulty hearing, understanding or communicating, it may be possible for you to have someone with you to act as an interpreter. Please contact us on 01482 399065 <b>prior</b> to your course.
<b><u>9</u></b>	Having agreed to attend a course, it is an offence for another person to attend in your place. If this occurs, it will be classified as 'non completion'.
<b><u>10</u></b>	As the trainer will need to check your identification, you will be asked to briefly lift or remove any face covering or head dress that covers your face. If attending a classroom course, this check can be carried out in a private room at your request. Online course registration checks are carried out in a private, one-to-one meeting with the presenter. If you require someone of the same gender to carry out the identification please contact us on 01482 399065 <b>prior</b> to your course.
<b><u>11</u></b>	Satisfactory course completion is contingent upon attendance throughout the duration of the course, completion of any course paperwork, providing a positive contribution and demonstrating a willingness to make a commitment to improve attitudes to driving/riding. If you leave the course before it finishes it is classified as 'non completion' and further action will be taken.
<b><u>12</u></b>	Any abusive or disruptive behaviour, or behaviour deemed as such by the course trainer(s), will result in removal from the course. If this occurs, it will be classified as 'non completion'.
<b><u>13</u></b>	Mobile phones, pagers and any other type of recording device must be switched off during the entire duration of the course, with the exception of a device being used to access the online course.
<b><u>14</u></b>	All of our classroom venues are non smoking. If you attend at The Old Tile Works at Barton Upon Humber, this restriction also applies to the grounds. Failure to adhere to this condition will result in your removal from

	the course and you will be asked to leave the venue immediately. If this occurs, it will be classed as 'non completion' and further action will be taken.
<b>15</b>	If you fail to attend a course on the date allocated to you, this will classify as 'non completion'.
<b>16</b>	You must be available for registration at least 15 minutes before the start time of a classroom course or 15 minutes before the start time of an online course. This process is an alternative to prosecution and therefore there are strict rules on attendance and behaviour which must be met to avoid a formal prosecution process. You may not be offered the opportunity of another course. Any arrivals (either online or in person) after the course start time will be refused entry and will be classed as 'non-completion'. If travelling to a venue, please plan your journey in advance to ensure you know where the venue is and give yourself plenty of time for the journey. You will not be able to obtain assistance from the office in the event you find yourself lost. Heavy traffic will not be a valid reason for not attending your course on time.
<b>17</b>	<b>You are required to have your photocard driving licence available for the presenter to inspect at the time of registration. If you hold the old style paper driving licence you must show some other form of photo identification, such as a passport. If you have mislaid or lost any part of your driving licence, or your photocard licence has expired, you must contact Safer Roads Humber immediately as you may be refused entry to the course. Failure to produce a valid photocard licence or the old style paper licence with additional photographic identification could disqualify you from participating any further. Renewing your photocard is easy. Please visit your post office to obtain a form or visit <a href="https://www.gov.uk/change-photo-driving-licence">https://www.gov.uk/change-photo-driving-licence</a>. If you are refused entry because you did not comply with the licence/photo identification requirements, any rebooking will be subject to a further booking fee.</b>

#### RESCHEDULING FEES

I cannot attend the course that has been arranged for me
If you request the date of your course to be changed and Safer Roads Humber is able to arrange a new date within four months of the date of offence we will arrange one course free of charge as long as more than 14 days notice is given. If you have already changed your course date once or do not give 14 days notice a £25 administration fee will be payable in order to carry out this change
I was unable to attend my course due to circumstances outside my control
If you are unable to attend your course date due to medical, legal or compassionate grounds, you will be required to provide documentary proof. A new course date will be arranged but the course must take place within four months of the date of the offence. This will also apply if you are a carer/parent and your dependant is taken ill. In these circumstances Safer Roads Humber has the discretion to waive any rescheduling fee. However, not attending your course due to work commitments would not be covered and a rebooking fee would apply.
I was late for my course and/or I arrived without any photo identification
If you are refused entry for reasons outlined in part 16/17 of the above Terms and Conditions and we are able to arrange a further course for you any further booking will be subject to a £46 booking fee. You will only be allowed up to a maximum of 2 further bookings for these reasons. HOWEVER, if you have already received a partial refund of £49 the rebooking fee will be £95.
I did not attend my course and do not wish to book another one
If you have now changed your mind the course offer will be withdrawn and the issuing Police Force will then be notified of your non-attendance. You will only receive a partial refund of £49.
I attended my course but was asked to leave part way through as I did not comply with one or more of the Terms and Conditions
The issuing Police Force will be notified of your non completion. No refund of the course fee will be made