

Terms and Conditions for Online Bookings

Gloucestershire Road Safety Partnership – National Driver Offender Retraining Scheme

1. Payment is required at time of booking unless Special Requirements have already been discussed and payment arrangements have been agreed. If you fail to pay by the agreed date, you will not be allowed to attend the course and you may be charged an administration fee for rescheduling. When full payment has been received a confirmation will be sent to you within 7 days of your booking by email or post. If you haven't received your confirmation by 7 days you MUST contact us to make sure your booking has completed and is confirmed.
2. Your course must be completed within the time specified by the referring Police Authority. If you are unable to complete in this time, your case will be returned to the Police.
3. In certain circumstances, any fees paid may be refunded (minus an administration fee).
4. If you do not bring along some photographic identification, or if you arrive late, you will not be able to participate on the course. If you have to reschedule, you may be charged an administration fee.
5. To satisfactorily complete the course, you must
 - attend for the entire duration of the course;
 - make a positive contribution through active participation;
 - demonstrate a responsible attitude to safe driving;
 - complete any mandatory course paperwork (with assistance, if required).
6. If you are unable to attend the course due to exceptional circumstances, such as bereavement or on medic grounds, you must be able to provide evidence for this to avoid paying an administration fee for rescheduling.
7. If you fail to attend on the date given in your course offer letter and there are no exceptional circumstances your course fee will not be refunded and you may be subject to a further full course fee for any additional booking.
8. Failure to justify your non-attendance will result in non-completion of the course.
9. If Gloucestershire County Council are unable to deliver the course due to unforeseen circumstances beyond our control, we will reschedule your course as soon as possible with no additional charge to you. Your new course date will be subject to availability, and within the timescale specified by the police, and no compensation for any additional costs or expenses incurred will be considered.
10. You must attend in a fit state to participate fully on the course. Any participants who are suspected of Alcohol or drug use will be removed from the course immediately and their details will be returned to the Police. No refund of the original course fee will be made in these circumstances.
11. Mobile phones and pagers must be switched off throughout the entire duration of the course.
12. Children, family members and friends are not permitted to accompany the course participant. All childcare provisions should be made prior to the course date and we take no responsibility for any costs incurred.

13. Any participants who are abusive or disruptive will be removed from the course immediately and their details will be returned to the Police. No refund of the original course fee will be made in these circumstances.
14. You must tell us if you have any special requirements, so that suitable arrangements can be made.
15. You must tell us about any medical conditions that could affect your attendance.
16. Smoking is not permitted on any of the premises or the vehicles used for these courses. E-cigarettes are treated as other smoking material i.e. confined to designated smoking areas only
17. Driving4 Change and National Driver Alertness courses include practical driving, and the National speed Awareness Courses and What's Driving Us courses are theory only and take place in a training room and do not involve driving.
18. Your data will only be used for the purpose of providing this course, and will be automatically anonymised on the GCC on-line booking database after 12 months.
19. By completing the online booking process you have agreed to abide by the terms and conditions for use of the service and participation on the Scheme.

IMPORTANT: In the event of a FAILED BOOKING PAYMENT a £1.00 temporary payment may be taken from your account. This is to prevent a full payment being taken from your account if the booking fails to complete successfully. The payment of £1.00 will be returned to your account within 3 working days.

Notes:

For further information about the courses please visit our website: www.roadsafety-gloucestershire.org.uk

Location maps and parking information for all venues are available on the on-line booking system and also on our website: www.roadsafety-gloucestershire.org.uk

For national information about this course please visit: <https://ndors.org.uk>

On this website you will be able to read about the history of the scheme, how the courses are constructed, monitored and evaluated and their effectiveness, and see the relevant documents pertaining to the governance and management of the scheme at a National Level, including FAQ's

Feedback or complaints

You are encouraged to provide us with you feedback following the course, and you can do this anonymously on-line at: <http://roadsafety-gloucestershire.org.uk/feedback/>

If you wish to make a comment or complaint about the service that you have received please visit Gloucestershire County Council's website and you will find the complaints procedure and guidance on how to proceed: <http://www.gloucestershire.gov.uk/feedback>

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