

## Digital Classroom Course Terms & Conditions

### 1. Course Provider

The Scheme is administered and delivered by Hartlepool Borough Council on behalf of the referring Police Force. The Scheme is run in accordance with national guidelines required by UK Road Offender Education (UKROEd).

### 2. Time Limits

It is a condition of the course offer that you complete the course within a period of time imposed by the referring Police Force. If you are unable to complete the course within this timescale for whatever reason, you are no longer eligible and your offer of a course will be withdrawn. The Police are at liberty to withdraw the course offer at any time up to the point that you have successfully completed the course.

### 3. Course Fees

The course fee must be paid in full at least 21 days prior to the course (if booking online the full course fee must be paid at the time of booking a course by debit / credit card). If you are unable to attend the course date allocated to you, you must contact us immediately to arrange an alternative date. By agreeing to the course fee, you are also agreeing that should you re-arrange your course with **less than 7 days** notice prior to your course date an additional fee of **£30.00** will be payable. You will have a 14 day cancellation period from the first date of contact & making a booking to obtain a full refund, after this period you will be entitled to a partial refund of £49.00 contact must be made to the office to arrange this.

### 4. Identification

**It is essential you bring Photographic Identification to the online course** (preferably a Photocard Driving Licence). If you do not have a Photocard Driving Licence, you must bring a passport or similar **photographic means of identification**. We can only accept original identification (electronic copies or photocopies cannot be accepted). Should you be unable to produce the required documentation, this will be classed as failure to attend. It is an offence to attempt to illegally misrepresent the true identity of another driver of a motor vehicle by attending the course in place of someone else.

If you are bringing your own interpreter/carer to the course, you must notify us in advance of their name (they must be at least 16 years of age & also provide photographic ID).

### 5. Failure to Attend

If you fail to attend a course, or are refused entry to a course if you are unable to produce the required documentation, it may be possible to offer you an alternative course date subject to availability and the Police time limit. This is subject to payment of an additional fee of £30.00. If an alternative course is not available, or has not been requested by you, your file will be returned to the Police for further action.

If you fail to attend a course due to illness, the additional fee may be waived upon receipt of medical evidence (e.g. doctor's note). Late arrivals will not be allowed to participate.

### 6. Course Checklist

A course checklist is provided. It is recommended you use this checklist to ensure you will be able to participate. It is a condition that you present yourself in a fit state, having had proper rest and not under the influence of alcohol or drugs. You must be appropriately dressed for the consideration of other clients. Apart from the device being used to take part, other mobile phones, tablets and similar electronic devices must be switched off during the course. Every effort will be made to accommodate any special requirements you may have, provided you have notified us prior to the course. If we have not received any notification from you, we cannot be held responsible should you be unable to complete the course.

There is no course test, pass or fail. To complete the course you must attend on time, make a positive contribution and demonstrate a willingness to improve your driving skills. However, any abusive or inappropriate language, threatening or disruptive behaviour towards either our staff or other clients will result in you being removed from the course.

### 7. Non-Completion

If you fail to comply with these Terms & Conditions, you will be certified as non-completion. In such cases the offer of a Diversionary Course will be withdrawn and your file will be returned to the Police for further action. In these circumstances you are entitled to a partial refund of £49.00 and you should contact us to arrange this. Any course refund will be made using the same method of payment as originally used.

### 8. Course Cancellation

In the unlikely event we are unable to deliver a course due to reasons beyond our control, we will reschedule your course as soon as possible within the time limit imposed by the Police at no additional cost to you. Hartlepool Borough Council shall not be liable for any fees, costs and/or any other expenses incurred by you as a result of a cancelled course.