

Coronavirus COVID 19 (If applicable)

- Follow advice/guidance provided at the time, if possible please bring your own Pen, Refreshments, Face Covering (unless exempt), all will be provided, if required.
- You must adhere to rules & measures in place upon arriving at the venue, these will be outlined to you on arrival.

Whats Driving Us – Terms and Conditions

You must arrive in time for the start of the course. Late arrivals will be refused entry. Rescheduling via the call centre will take place, Police time limits permitting. No refund will be made for late arrivals unless the delay was owing to circumstances out of your control.

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.

1. You must pay in full at least 21 days prior to the date of your Whats Driving Us Course (WDU)
2. If you fail to pay within that time you will be removed from the Course Register.
3. Your course must be completed within the timescale set by the referring Police Authority. If you are unable to complete in this time your case will be returned to the Police and the offer of a WDU will be withdrawn.
4. A full refund will not be made but a partial refund of £49.00.
5. Upon attending the course you MUST present photographic identification e.g. photocard driving licence. Failure to produce photo ID will result in you being refused entry onto the course.
6. You must satisfactorily complete the course by attending in person, be present for the entire duration and willingly participate.
7. If you are unable to attend the course under exceptional circumstances i.e. bereavement or personal injury / medical grounds, documentary evidence justifying your non-attendance will be required and an administration charge may be made for rescheduling – see table.
8. Failure to justify your non attendance will result in non-completion and A full refund will not be made but a partial refund of £49.00. Subject to police authorisation, your deadline may be extended (in exceptional circumstances only). Should you wish to continue with the scheme an additional charge will be required.
9. If in the event of rescheduling for any reason your new course will be subject to availability and must be within the timescale set by the referring

Police Authority. If it is not possible to reschedule your course a partial refund of £49.00 will be made and your case will be returned to the police and the offer of a WDU withdrawn. The Police may, in exceptional circumstances be prepared to extend your deadline.

10. You must attend in a fit state to participate fully. Any evidence of alcohol on the breath or use of illicit drugs or fatigue will result in removal from the course and your case returned to the police and the offer of the WDU is withdrawn.
11. Mobile phones/other electronic devices must be switched off during the course.
12. Any abusive or disruptive behaviour will result in removal from the course and subsequently your case will be returned to the Police and the offer of the WDU withdrawn. No refund of the original course fee will be made.
13. In the event of the Service Provider being unable to deliver your course due to unforeseen circumstances, we will reschedule your course as soon as possible and this will be free of any additional charge
14. You must notify the Service Provider if you have any special requirements, so that suitable arrangements can be made.
15. You must notify the Service Provider of any medical conditions, which would affect your attendance.
16. You will NOT be required to drive on your course.
17. For any Complaints, Comments, or Compliments please visit:
https://www.hartlepool.gov.uk/info/20186/road_safety/476/ndors_-_national_driver_offender_retraining_scheme Telephone: 01429 523803
or Email: Speedawareness@hartlepool.gov.uk

Table - Rearrange/Non-Attendance/Cancellation Fees (Discretion of Manager)

Reason	Action
Re-arrange more than 7 days notice	No fee
Re-arrange less than 7 days notice	£45 additional fee
Sick/Injured/Medical Appointment	Sicknote/appointment letter – No fee No proof - £45 fee
Late arrival leading to entry refusal	£45 fee (exception if major incident in area – discretion of manager)
Translator sick (Agency)	No fee
Translator sick (clients own)	Sick note – No fee No proof - £45 fee
No photographic Identification	£25 fee
Vehicle problem – theft/vandalism	Proof supplied (e.g. Police Crime Number/receipts) – No fee No proof - £45 fee
Breakdown	Proof – No fee No proof - £45 fee
Death of relative/close friend	Proof supplied (e.g. Death certificate) – No fee No proof - £45 fee
Non attendance	No contact - £45 fee for rebooking course Contact – Discretion of Manager – Maximum £45 fee