

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.

Safe & Considerate Driving Course – 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 by the date specified in your Course Confirmation Letter.
2. If you fail to pay by the date specified in your Course Confirmation Letter you will be removed from the Course Register.
3. Your course must be completed within 5 months of your offence. If you are unable to complete in this time your case will be returned to the Police and the offer of a Safe and Considerate Driving Course (SCD) will be withdrawn.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 your driving licence. Please note in the case of a photocard licence this is all that is required. In the case of a paper licence other photo ID e.g. a passport, will be required. Failure to produce your driving licence/photographic ID will result in you being refused entry onto the course.
6. Please arrive at least 15 minutes before your course commences. This is to allow for registration. Late arrivals will be refused entry and rescheduling of the course will have to take place, police time limits permitting. No refund of the original fee will be made unless the delay has been caused through major disruption to the local road network. E.g. major incident resulting in motorway/road closures. Should you wish to continue with the scheme, payment up to the full charge may be required. You will be expected to leave sufficient time for your journey to allow for general delays.
7. Mobile phones/other electrical devices must be switched off.
8. You must satisfactorily complete the course by attending in person, be present for the entire duration and willingly participate in a constructive manner.
9. If you are unable to attend the course due to exceptional circumstances i.e. bereavement/personal injury/medical grounds making you unable to attend the course documentary, evidence justifying your non-attendance will be required and an administration charge may be made for rescheduling (see table below).
10. 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 a full charge will be required.
11. In the event of rescheduling for any reason, your new course will be subject to availability and in any case must normally be within the 5 month period from your offence. If it is not possible to reschedule your course a partial refund of the original

- fee will be made £49.00 and your case will be returned to the police and the offer of SCD withdrawn, unless the Police are prepared to extend your deadline.
12. 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. Your case will be returned to the police and the offer of the SCD 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 beyond our control, we will reschedule your course as soon as possible and 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, or of any medical conditions, which would affect your attendance.
 15. Please note that the SCD has both a theory and practical element. You will be required to drive.
 16. For any Complaints, Comments, or Compliments please visit:
[https://www.hartlepool.gov.uk/info/20186/road_safety/476/ndors -
_national_driver_offender_retraining_scheme](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