



Part of the TTC Group

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Taxi Online Training & Taxi Driver Assessments Booking

Terms and Conditions

The terms and conditions below apply to TTC 2000 Ltd (“TTC”, “us”, “our”)’s open digital Taxi Licensing Training Courses and Taxi Driver Assessments for the Council you are applying for a licence from. These include Taxi Driver Assessment, Enhanced Taxi Driver Assessment (which includes Taxi Driver Assessment elements), Safeguarding Online Course and Modern Slavery Online Course. Please note: Clause 9 applies specifically to Taxi Driver Assessments and Enhanced Taxi Driver Assessments.

In these terms and conditions:

“Booked Course” means the course or assessment that You have booked for the Delegate to attend;

“Delegate” means the individual booked to attend the course or assessment;

“You” or “Your” means the individual making the booking under these Terms and Conditions.

The following Terms and Conditions govern TTC 2000 Ltd (‘TTC’, ‘we’, ‘us’, or ‘our’) provision of open digital Taxi Licensing Training Courses and Taxi Driver Assessments delivered on behalf of the Council to individuals applying for a licence.

These include:

- Taxi Driver Assessment
- Enhanced Taxi Driver Assessment (which includes Taxi Driver Assessment elements)
- Safeguarding Online Course
- Modern Slavery Online Course

In these terms and conditions:

1. Course Booking

a) The email address You provide as your contact email address at the time of booking will be used to confirm Your booking. If You have not received confirmation within 1 day of making the booking, please contact us on 03330 113 113 (Mon–Fri 0900–1700). It is Your responsibility to make TTC aware immediately should any of Your contact details change. We recommend regularly checking Your emails including those within any junk folder for any updates.



b) Updates and joining instructions will be sent via email to the email address that You have provided as contact details for the Delegate. In addition, log in details for any digital course will be sent to the same email address 24 hours prior to the start time of the Booked Course.

c) Important: You are obliged to ensure that the Delegate is aware of the contents of these Terms and Conditions including, without limitation, the requirements set out in clause 7.

d) Where You are an individual acting on behalf of yourself, the services provided under these terms will be deemed to be provided for the purposes of Your current or future trade, profession or business.

2. Course Fee / Payment

a) Courses booked online must be paid in full at time of booking.

b) Course prices may vary and are correct at the time of booking. In the event of any price change, if You have already booked Your course then Your fee will not be changed retrospectively.

3. Rescheduling a Course

a) Subject to availability, You can reschedule any Booked Course free of charge 14 or more days prior to the date of the Booked Course.

b) Where it is less than 14 days before the date of the Booked Course You will not be entitled to reschedule Your booking, however, if You contact us using the TTC email address provided on Your booking confirmation requesting a rescheduling within 24 hours of making the relevant booking, TTC may, at its sole discretion, agree to reschedule the Booked Course.

c) If the Delegate is unable to attend due to illness Your course fee will not be refunded. In such circumstances, You may be permitted to transfer the Delegate's place to another person (subject to eligibility).

d) To request a transfer under clause 3(c), You must email TTC using the email address provided on Your booking confirmation.

e) These Terms and Conditions shall continue to apply to any rescheduled or transferred booking.

f) In the event TTC is unable to deliver one of its courses or assessments, the Booked Course will be rescheduled as soon as possible at no extra charge. If the Delegate is unable to attend the rescheduled date, then Your fees will be refunded in full. TTC shall not be liable for any direct or indirect losses arising from cancellation or delay.



4. Course Cancellations

- a) If You cancel the Booked Course 14 or more days prior to the date the Booked Course was due to take place, Your course fees will be refunded in full.
 - b) If You cancel the Booked Course less than 14 days prior to the date the Booked Course was due to take place, no refund will be made.
 - c) If You have booked a course less than 14 days prior to the Booked Course date and cancel within 24 hours of making the booking, TTC may at its sole discretion issue a refund.
 - d) If TTC cancel the Booked Course for any reason unconnected with You and/or the Delegate, Your course fees will be refunded in full.
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5. Special Requirements

- a) Every effort will be made to accommodate special requirements where TTC has been notified in advance of booking.
 - b) If a Delegate requires personal care during the Booked Course, they must provide their own carer.
 - c) If a Delegate requires communication support such as a British Sign Language interpreter, please notify us at the time of booking.
 - d) If the Delegate's command of English is such that they would have difficulty understanding the course or assessment, it is Your responsibility to provide an interpreter acceptable to TTC.
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6. Identification

- a) On the day of the Booked Course, the Delegate must produce valid photographic identification. Digital or photocopies will not be accepted.
 - b) For driving assessments, the Delegate must also produce a valid DVLA driving licence and any additional documents reasonably required for taxi licensing purposes.
 - c) Failure to provide appropriate identification may lead to exclusion from the Booked Course and no refund will be issued.
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7. Digital Course Requirements

- a) In order to attend any online course, the Delegate must have access to:
 - Desktop or laptop computer; or
 - Tablet; or



- Mobile phone (where permitted)

All devices must have:

- Internet access
- Webcam
- Microphone
- Speakers or headphones
- Stable internet connection

b) The Delegate must test their equipment before attending and ensure Zoom (or other notified platform) is installed.

c) The Delegate must complete the course in a quiet, private room free from distractions.

d) The Delegate must remain visible on screen throughout the full Booked Course.

8. Attending / Completing a Course

a) The Delegate is required to log on at least 30 minutes before the course starts.

b) Delegates joining late may not be admitted and fees will not be refunded.

c) Successful completion depends upon attendance throughout the full course or assessment and making a full and positive contribution.

d) Delegates must remain respectful and attend in a fit state. Abusive, threatening or disruptive behaviour will result in immediate exclusion without refund.

e) If the Delegate loses connection during the Booked Course and is unable to re-join, the course fee will not be refunded.

9. Taxi Driver Assessments

a) Delegates attending a Taxi Driver Assessment or Enhanced Taxi Driver Assessment must arrive on time with all required documentation.

b) The Delegate must provide a roadworthy, insured and legally compliant vehicle if required for the assessment, unless otherwise advised by TTC.

c) If the delegate wears glasses for driving please ensure they take them on the day.

d) The Enhanced Taxi Driver Assessment includes the requirements of the Taxi Driver Assessment together with any additional competencies specified by TTC or the Council the delegate is seeking a licence from.



e) Assessment results may be reported to the Delegate and, where applicable, shared with the Council for licensing purposes.

f) A failed or incomplete assessment will require a new booking and fee unless TTC decides otherwise.

10. Privacy

a) We are committed to ensuring that Delegates' privacy is protected.

b) Filming, recording or reproducing any part of a course or assessment is strictly prohibited.

c) Digital courses may be recorded for training and monitoring purposes and securely deleted after a reasonable retention period.

11. Copyright

a) Copyright and all intellectual property rights in the training materials, content, logos, trademarks and graphics are vested in TTC.

b) Reproduction or transmission of any materials without written permission is strictly prohibited.

12. Data Protection

a) Your and any Delegate details will be processed in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

b) Personal information may be used for booking administration, course delivery, assessment outcomes and, where applicable, to confirm results with Council for licensing purposes.

c) TTC may retain records for as long as reasonably necessary to meet legal, regulatory and operational requirements.

d) For further information on how TTC handle your data, please refer to our Privacy Notice - <https://www.thettcgroup.com/privacy-policy/>