

## TTC 2000 Ltd Seatbelt Awareness Course

### TERMS & CONDITIONS

1. You will receive confirmation of your course within 7 days of your booking. **If you have provided an e-mail address the booking confirmation will be sent to that address. Texts to mobiles are available upon request.** If you have not received confirmation within 7 days, you must ring TTC 2000 Ltd to confirm your course allocation. It is your responsibility to check documentation and contact TTC 2000 Ltd if you have not received it or your details have changed, are missing or are incorrect.
2. TTC 2000 Ltd will normally take the full course fee at the time of booking unless the client states otherwise before the payment is taken. If, however a client wishes to pay in instalments, a minimum £18 deposit will be required at the time of booking with the remaining outstanding balance paid by agreement with TTC 2000 Ltd, **the final balance must be paid 2 weeks prior to attending the course.** If you fail to pay the outstanding balance 2 weeks prior to the course date you will be removed from the course. After this if you wish to rearrange your course for an alternative date, then this will be subject to a rearrangement fee in addition to the balance you already have outstanding.
3. Once a course is accepted any changes made by you regarding the course date or time (providing there is enough time within the deadline given to you by the police) are subject to the rearrangement fees on the reverse of this document. We strongly recommend you rearrange your course immediately as your file may be at risk of being withdrawn by the Police.
4. **You must provide photographic ID to attend your course. (Digital copies will not suffice). If you are unable to provide photographic ID, you will be required to provide 3 forms of identity, such as a bank card, bank statement and utility bill.** Failure to produce the required documentation will lead to your exclusion. Every effort will be made to offer an alternative date, provided there is enough availability and time within the police deadline. A further rearrangement fee will be required.
5. It is a requirement that your identity be established when you attend. If for personal or religious reasons you choose to wear a form of headdress, or item of clothing on the course that will partially or completely cover your face you must notify TTC 2000 Ltd in advance of your course so that any necessary arrangements for identification can be made. Failure to notify us in advance may lead to your exclusion. Every effort will be made to offer an alternative date, (providing there is enough availability and time within the police deadline). A further rearrangement fee will be required.
6. In the event of you being unable to attend or complete a course due to illness, a rearrangement fee will be applicable. This may be refunded upon receipt of a medical certificate upon review by TTC 2000 LTD (a professional fee may be charged for this by your healthcare provider). It may also be possible to offer an alternative date (providing there is sufficient time within the deadline given by the police). Under such circumstances you must contact our office. Places are limited and reserved on a first come first served basis.
7. In the event of you being unable to complete or attend a course for any other reason than stated in points 4 - 6, the fee is non-refundable. Every effort will be made to offer an alternative course date, providing there is enough availability and time within the police deadline.
8. If you fail to book your course within the specified booking period prescribed by the Police you may no longer be eligible. The course offer may be withdrawn, and the Police may consider prosecuting you for the offence.
9. Every effort will be made to accommodate any special requirements providing TTC 2000 Ltd has been notified of specific requests. If no such indication has been made TTC 2000 Ltd will not be held responsible for failing to provide these. If you require personal care during the duration of your course you will need to provide your own carer, again you must notify TTC 2000 Ltd if this is the case. If you cannot attend the course as a result of this and a further course is rearranged, a rearrangement fee will be charged.
10. The course is provided in the English language. It is your responsibility to provide an interpreter (minimum 16 years of age) if your command of English is such that you would have difficulty in understanding the course. If the trainer deems that your understanding is not of a satisfactory level, you will be excluded and there will be a rearrangement fee if you wish to arrange another course. Please contact TTC 2000 Ltd if you have any questions relating to this.
11. Please ensure that you arrive at the course on time for registration purposes. Late arrivals will be refused entry and their case may be referred to the police. It is your responsibility to leave in plenty of time for your journey. If entry is refused, you must contact our office immediately on 0330 024 1805 or the regional number provided on your documentation to inform us of this. A rearrangement fee will be required if you wish to book another course. You are responsible for your general presentation, appearance and personal hygiene whilst attending the course. You should not wear clothing that is likely to cause embarrassment or offence to yourself or others.
12. Satisfactory course completion is dependant upon attendance throughout the duration of the course and making a full and positive contribution. If you leave the course before it finishes, it will classify as a non-completion. No refund will be given. A rearrangement fee will be charged if you wish to book on another course.
13. Any use of abusive or foul language towards TTC 2000 Ltd staff and its contractors at any time, will result in your file being returned to the police and no further courses will be offered. In addition, anyone using or threatening to use violence will be prosecuted.
14. It is your responsibility to attend and participate in the course in full. If our trainer deems that you are not participating in full then you will be asked to leave. If you are asked to leave the course or if you feel you are not in a fit state to participate, then you may be able to reschedule your course to which a rearrangement fee will be charged.
15. You must attend in a fit state to participate fully. Consumption of alcohol or any evidence of alcohol in the breath or use of illicit drugs will result in removal from the course immediately. No further courses will be offered. Your file will be returned to the police.
16. All electronic devices must be switched off and placed out of view for the duration of the course.
17. No children will be admitted to the course. Please ensure that childcare is arranged for the entire duration of the course. If we have provided a room for the purpose of breastfeeding, then please ensure that a chaperone is present to care for the child during the course.
18. Pets are not permitted into the course as there are no facilities at our training venues to care for them.
19. In the event of TTC 2000 Ltd being unable to deliver one of its courses will endeavour to give as much notice as possible. Your course will be rescheduled as soon as possible at no extra charge, providing there is enough time. TTC2000 Ltd shall not be liable or responsible for any direct or indirect financial losses incurred which is as a result of any of its courses being cancelled or delayed.
20. If you have any queries, please contact TTC 2000 Ltd on the number(s) provided on our correspondence.

### **Privacy**

All information supplied will be held by TTC 2000 Ltd and protected according to our legal and regulatory requirements. Your details will not be passed onto any third parties or used for marketing purposes in accordance with the Data Protection Act (1998), the General Data Protection Regulation (2016) and the Privacy and Electronic Communications Regulations (2003). Access to your information will be given to the police for the purpose of checking your course completion status. For more information please visit - <http://www.ttc-uk.com/aboutus/#privacy>

You must take Photographic ID to your course.

**If you are unable to provide photographic ID, you will be required to provide 3 forms of identity, such as a bank card, bank statement and utility bill.** Failure to produce the required ID on the day will result in non-admittance to the course. If you do not possess photographic ID, please ring TTC 2000 LTD.

If you fail to provide photographic ID every effort will be made to offer you an alternative course date however a £18 rearrangement fee will be required.

If you fail to arrive on time for your course, you will not be admitted and will not be able to complete the course.

Every effort will be made to offer you an alternative course date however a £18 rearrangement fee will be required.

### **Rearrangement/Cancellation Fees:**

If you wish to alter/cancel your course date and time within:-

- 14 days of your original booking = Free of Charge
- From 15 days after your booking but 8 days before your course date = £10.00 administration/cancellation fee
- 7 days before your course, up to and including the course date = £18 rearrangement/cancellation fee

If you fail to attend your course and wish to book another **a £18 rearrangement/cancellation fee will be apply**