



TTC 2000 Ltd Drink Drive Rehabilitation (DDR) Course terms and conditions.
Effective from June 2021

IMPORTANT INFORMATION – IN BOOKING A COURSE WITH TTC 2000 LIMITED, YOU AGREE TO ADHERE TO THE FOLLOWING TERMS AND CONDITIONS

These Terms and Conditions supersede all prior representations or arrangements and contain the entire agreement between the parties in connection with the DDR courses. All other terms and conditions, express or implied, are excluded. None of TTC Group employees or agents has authority to modify or supplement these Conditions.

1. Course booking

- a) Details of all our courses can be found and booked online at www.thettcgroup.com or alternatively you can call one of the customer support team on 0330 0241805. Confirmation of your booking will be sent within 7 days by post or by email if email address supplied. If you do not receive confirmation of your booking within 7 days, it is your responsibility to contact TTC 2000 Ltd to confirm your course allocation. If any of your details are missing, incorrect or change, you must contact TTC 2000 Ltd.
- b) Log in details for any digital course will be sent via email and SMS within 24 hours of your course start time.
- c) TTC have no control over your course completion date, this will be set by the Judge at the time you were sentenced. TTC can only offer you courses that can be completed before this date.
- d) Courses are offered in the English and Welsh Language.

2. Course fee / Payment

- a) Courses booked online must be paid in full at time of booking. If you wish to pay by instalments, a non-refundable minimum deposit of £30 is required at time of booking. The course fee must be paid in full at least 21 days prior to the course start date or your place will be cancelled, and you will forfeit any fees paid.
- b) We reserve the right to review course prices at a period and interval which we deem necessary, and these prices are subject to change without prior notice. Once a course has been booked by you, the price agreed at that time of booking will be final and the price you have paid (or agreed to pay if paying by instalments) will not change unless subject to rearrangement or cancellation fees.

3. Rearrangement / cancelling a booking

- a) Under the Consumer Contracts Regulations 2013, you have the right to cancel your course within 14 days (the "Cancellation Period") from the date on which you booked the course. However, your right to cancel and obtain a full refund will be lost if you book a course date during the Cancellation Period (in these circumstances you are entitled to a partial refund of £75.00 and you should contact us to arrange this). If you want to rearrange or cancel a course from 15 days after your booking, but more than 21 days prior to the first date of your course, a £30 rearrangement / cancellation fee will be incurred. Non-attendance or less than 21 days' notice will incur a £75 rearrangement fee.
- b) TTC 2000 Ltd will make every effort to run all scheduled courses, however if demand for a course is very low it will be cancelled. If this happens, we will give you at least 20 days' notice of cancellation. You will then be offered alternative dates (if time permits) before the completion date, set by the court at the time of sentence or you will have the option of cancelling and receive a full refund. TTC2000 Ltd shall not be liable or responsible for any direct or indirect financial losses incurred which is as result of any of its courses being cancelled or delayed.
- c) If you miss any day of your course, it is your responsibility to contact TTC 2000 Ltd to rebook and you will need to attend all sessions again.
- d) The above rearrangements of courses are subject to enough time allowed before your Completion Date.

4. Specific / Special requirements

- a) Every effort will be made to accommodate any special requirements providing TTC 2000 Ltd has been notified in advance. Please tell us at the time of booking about any specific requirements that you want us to consider, for example, personal carer, impairment, disability and/or access issues, the requirement to breastfeed or the need to have an interpreter present.
- b) If you need a British Sign Language Interpreter (BSL) or a Speech to Text Reporter, please notify us at the time



of booking - there is no charge for this. However, if a BSL interpreter or a Speech to Text Reporter is booked and you fail to attend the course, there may be a re-arrangement fee and a charge for the interpreter or reporter to attend a further course with you.

- c) If you are attending a digital course and TTC have arranged a BSL Interpreter for you, you cannot use a mobile phone or a tablet to attend the course as you will not be able to see the BSL Interpreter on your screen. Use of a Laptop/Desktop PC required.
- d) The course is provided in the English language. It is your responsibility to provide an interpreter (minimum age 18 years) who has photographic ID, 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 of £75 (providing there is enough time before your completion date, as set by the court at the time of sentence). Please contact TTC 2000 Ltd if you have any queries relating to this.

5. Identification

- a) It is a requirement that you produce photographic identification on each day of the course as part of the registration process. The photographic identification must be an original document (digital copies will not be accepted), such as a passport, travel permit or works ID. If you do not have photo identification, you must provide two other forms of identification such as a recent utility bill, bank statement and a credit/debit card, one of which must contain your home address. Failure to produce such identification will lead to your exclusion from the course and be classified as non-attendance.
- b) The course offer is conditional as part of the sentencing imposed by the courts and it is illegal to attempt to misrepresent the true identity of the convicted motorist by attending the course in place of someone else. Imposters will be found out, reported to the police, and face subsequent arrest for this offence.
- c) If, for personal or religious reasons you choose to wear a form of head dress, 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, provided there is sufficient availability before your court completion date. A further rearrangement fee may be required. For details on the rearrangement fees, please see point 3.

6. Digital Course Requirements

- a) In order to attend the online course, you must have access to one of the following:
 - o Computer or laptop - We advise against the use of Chromebooks as we have identified that they do not support any app updates within zoom which may prevent you from completing a course.
 - o Tablet
 - o Mobile phone

All devices must have:

- ✓ Internet access
- ✓ Web cam
- ✓ Microphone
- ✓ Speakers or headphones
- ✓ Stable internet connection
- ✓ Enough battery charge for at least 5 hours

- b) You **MUST** ensure that you have tested your equipment and network, to be confident in its use prior to attending the Digital Classroom course. You should download the Zoom app in advance of the course, and it is recommended to start a test meeting with a family member/friend to ensure your devices are working and that you are familiar with the controls.
- c) It is your responsibility to ensure you have enough internet capacity to enable your devices to successfully complete the course. Your internet speeds **MUST** exceed the minimum requirements for group video calling specified on <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-andLinux>
- d) Protecting the confidentiality of our clients is of the utmost importance, therefore you must ensure that



nobody other than the course participant can view your screen. You must ensure that you undertake the course in a private room (free from distractions) with your screen facing a wall to prevent the content of the course from being visible. It is a requirement to be able to concentrate and engage fully for the duration of the course, therefore a quiet space is essential, to complete the course.

7. Attending / completing the course

- a) Satisfactory course completion is dependent upon attendance throughout the entirety of all sessions and upon you making a full and positive contribution. If you leave the course before it finishes or miss any part of the course, it will classify as a non-completion.
- b) You must arrive/ log on in time. If you are late you will be refused entry and be recorded as non-completion, so be sure to allow sufficient time for your preparation and travelling where relevant. You will also be expected to return punctually from all breaks between course sessions. If entry is refused, you must contact our office immediately on 0330 024 1805. Rebooking may be subject to a rearrangement fee.
- c) It is a condition that you present yourself in a fit state, are not fatigued and not under the influence of alcohol or drugs. If there is sufficient time, you may be able to reschedule your course if you feel you are not in a fit state to participate; this will incur a rearrangement fee. If you attend and are deemed unfit or unable to participate fully, you will be excluded from the course and be classified as a non-completion.
- d) **Consumption of alcohol or any evidence of alcohol in the breath or use of illicit drugs will result in removal from the course immediately. Further courses may not be offered and may result in the issue of a Notice of Non-Completion.**
- e) 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.
- f) There is no course test with a pass or fail requirement. To complete the course, you must attend all sessions on time, participate actively, contribute constructively to discussions and activities through the course.
- g) The use of phones, laptops, recording equipment or other electronic devices is strictly prohibited during any classroom sessions.
- h) Participants must remain respectful to staff and other course attendees; any abusive, threatening, or disruptive behaviour at any time, will result in immediate exclusion from the course and a Notice of Non-Completion being issued. No further course offer will be issued.
- i) Virtual backgrounds/filters are not permitted during digital courses. You must ensure that there are no images or backgrounds visible that may cause offence to another delegate.
- j) All courses are locked for use outside of the UK for security purposes. You may still be able attend, but you must inform TTC 2000 Ltd at least 72 hours prior to the course start time to allow us to unlock the course for you.
- k) All COVID-19 safety measures must be adhered to.

8. Non-completion

- a) If you fail to attend any of your course days, are refused entry or are removed at any time during the course, a Notice of Non-Completion will be issued. In the event that illness, bereavement or other exceptional circumstances prevent you from attending, you must let us know at the earliest opportunity and provide supporting documentation (e.g. a letter from your GP). TTC 2000 Ltd will review each case on its merits and at their discretion, may offer to refund part / full course fees or if time permits, move you to a new course.
- b) Failure to pay the full course fee will also result in a Notice of Non-Completion being issued to you.

9. Course completion

- a) Following a successful completion of a course, TTC 2000 Ltd will notify the relevant sentencing court on your behalf. The sentencing court will then notify the DVLA of the new date for the early restoration of your driving licence. Only then will you be able to apply for the return of your driving licence. If you are designated as a High Risk Offender (HRO), you will also be required to undergo a medical examination with an appointed doctor.
 - o Further details can be sourced here:
<https://www.gov.uk/driving-disqualifications/disqualification-for-drink-driving>
 - o The process is different in Northern Ireland and details can be sourced here:
<https://www.nidirect.gov.uk/articles/getting-licence-back-after-disqualification>



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- b) It is your responsibility to contact TTC 2000 Ltd if you have not received your completion certificates 21 days after completing your course.

10. Privacy policy

- a) We are committed to ensuring that your privacy is protected. 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 held by TTC will be given to HMCTS for the purpose of checking your course completion status. Our full privacy policy can be found by visiting www.thettcgroup.com/privacy-policy/
- b) The filming and/or recording or reproduction or posting on social media of any part of a course is strictly prohibited as this infringes data protection laws and privacy of the delegates.

TTC 2000 Ltd reserve the right to change, update, or amend these terms and conditions at any time without prior notice.