



TTC 2000 Ltd NDORS Courses Terms and Conditions
Effective from October 2022

IMPORTANT INFORMATION – IN BOOKING A COURSE WITH TTC 2000 Ltd, YOU AGREE TO ADHERE TO THE FOLLOWING TERMS AND CONDITIONS FOR ALL NDORS COURSES (Speed Awareness, Motorway Awareness, RiDE, What's Driving Us? and SCD).

If you are attending a Safe and Considerate Driving Course, you also need to take note of section 10.

1. Course Booking

- a) The email address or mobile number provided at the time of booking, will be used to confirm your booking confirmation along with any updates as and when necessary. If you have not received confirmation within 7 days, you must contact TTC 2000 Ltd to confirm your course allocation. It is your responsibility to make TTC 2000 Ltd aware immediately should any of your contact details change. We recommend regularly checking your emails including spam for any updates.
- b) Log in details for any digital course will be sent via email and/or SMS within 24 hours of your course start time.
- c) Courses are subject to availability within your completion date which is set by the referring Police Force.
- d) The course is provided in the English/Welsh language with the availability of English/Welsh subtitles for the video content – the trainer and client's speech will not be subtitled. If booking online, please ensure you have selected the correct language for your needs as TTC 2000 Ltd cannot be held responsible if you book a course in a language unsuitable for you.
- e) Failure to book your course within the specified booking period prescribed by the Police may result in the course offer being withdrawn, and the Police may consider prosecuting you for the offence.

2. Course Fee / Payment

- a) Courses booked online must be paid in full at time of booking. If you wish to pay by instalments, contact our office where a non-refundable minimum deposit will be required at time of booking. Course deposits do vary between courses, and are confirmed below:

Course	Minimum Deposit
<ul style="list-style-type: none">National Speed AwarenessNational Motorway AwarenessWhat's Driving Us?RiDE	£25
<ul style="list-style-type: none">Safe and Considerate Driving	£45

- b) 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 the outstanding balance plus a rearrangement fee may be required. For details on the rearrangement fees, please see clause 4.
- c) 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 you will not be entitled to request a review of your course fee.

3. Flexi-Booking

- a) Flexi-Booking may be available when making your first booking/payment with TTC 2000 Ltd, subject to availability.
- b) Once selected, Flexi-Booking will be charged at £5, and will allow you the opportunity to rebook free of charge on **one** occasion up to 24 hours before your course start time.



- c) If you rebook within 24 hours of the course, or have missed your course, a re-arrangement fee may be required. For details on the rearrangement fees, please see clause 4.
- d) Flexi-Booking can be redeemed online.
- e) Flexi-Booking does not affect your statutory rights.

4. Course Re-arrangement

- a) You have 14 days starting from the day after the date of booking to rebook your course free of charge, however if you book to attend a course within this time frame and need to re-arrange, you may do so free of charge up until the start time of the course, where any changes after this point will incur the rearrangement fee. Any changes made after 14 days, or if you are removed from your course for any reason, will be subject to the below re-arrangement fees:

Course	After 15 days of booking but before 7 days of the course date	Within 7 days of the course date. If you have been removed for any reason, or non-attendance
<ul style="list-style-type: none">National Speed AwarenessNational Motorway AwarenessWhat's Driving Us?RiDE	£25	Course fee – police recovery costs (£49)
<ul style="list-style-type: none">Safe and Considerate Driving	£45	£80

- b) Course re-arrangements are subject to course availability before your completion date which is set by the referring Police Force.
- c) In the event of you being unable to attend or complete a course due to illness, a rearrangement fee will be required. This may be refunded upon receipt of a medical certificate after review by TTC 2000 Ltd (a professional fee may be charged for this by your healthcare provider). Every effort will be made to offer an alternative date (providing there is enough time within the deadline given by the police). Under such circumstances you must contact our office.
- d) Should you not complete your course, it is your responsibility to contact TTC to rebook providing there is sufficient time before your course completion date.
- e) These terms and conditions shall continue to apply to your booking and the course regardless of any rearrangement of the course date under this clause 4.
- f) In the event of TTC 2000 Ltd being unable to deliver one of its courses, we 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 sufficient time. TTC 2000 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.

5. Special Requirements

- a) Every effort will be made to accommodate any special requirements providing TTC 2000 Ltd has been notified of specific requests in advance. 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 because of this and a further course is rearranged, a rearrangement fee may be charged. For details on the rearrangement fees, please see clause 4.
- 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) If your command of English is such that you would have difficulty in understanding the course, it is your responsibility to provide an interpreter (minimum 16 years of age) who has photographic ID. For details on the rearrangement fees, please see clause 4.

6. Course Cancellations

- a) You have 14 days starting from the day after the date of booking (the "Cooling Off Period") to cancel your course and receive a full refund unless you have attended your course, before the expiry of the Cooling off Period.
- b) If you have booked a course within the Cooling off Period and have failed to complete the course, you will be entitled to a partial refund of £49.
- c) If you wish to cancel after the Cooling off Period has expired, you will be entitled to a partial refund of £49.
- d) If under any of these terms and conditions a re-arrangement of your course become necessary outside of the Cooling off Period and it is either not possible to rearrange for any reason or your fail to rearrange it, your course will be cancelled, and you will be entitled to a partial refund of £49.

7. Identification

- a) On the day of the course as part of the registration process, it is a requirement that you produce photographic identification. Digital or photocopies will not be accepted.
- b) 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 and time within the police deadline. A further rearrangement fee may be required. For details on the rearrangement fees, please see clause 4.

8. Digital Course Requirements

- a) In order to attend the online course, you must have access to one of the following:
 - 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.
 - Tablet
 - Mobile phone

All devices must have:

- ✓ Internet access
- ✓ Web cam
- ✓ Microphone
- ✓ Speakers or headphones
- ✓ Stable internet connection
- ✓ Enough battery charge for at least 3.5 hours

- b) Please 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 will have to 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 or hear the course content. 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.

- i. You must attend a digital course free from noise distractions, including but not limited to, pets.
- e) You may complete a course in stationary vehicle providing you are not in the driver's seat, and you are parked in a safe place with no one else present.
- f) Throughout the full course duration, you will be visible on screen to the trainer and all participants in attendance.
- g) If you cannot attend and complete the course successfully, then one of the other prosecution options will need to be considered.

9. Attending / Completing an NDORS Course

- a) Please ensure that you arrive/log on at least 15 mins before the course starts, to allow ample time for registration purposes. Late arrivals will be refused entry and their case may be referred to the police. If entry is refused, you must contact our office immediately on 0330 024 1805 inform us of this. A rearrangement fee may be required if you wish to book another course. For details on the rearrangement fees, please see clause 4.
- b) If you have booked to attend a digital course and do not successfully connect to Zoom for any reason, you will be excluded from the course and there may be a rearrangement fee if you wish to arrange another course. For details on the rearrangement fees, please see clause 4.
- c) Satisfactory course completion is dependent upon attendance throughout the **full** course duration and making a full and positive contribution. You must remain clearly visible on screen throughout the full duration when attending a digital course. There is no test involved. If you leave the course before it finishes, or if our trainer deems that you are not participating and are asked to leave, it will classify as a non-completion. A rearrangement fee will be charged if you wish to book on another course. For details on the rearrangement fees, please see clause 4.
- d) You must remain respectful and attend in fit state, this includes the below clauses but not limiting to.
 - i. You must wear appropriate attire and be presentable, as not to cause offence to other participants on the course.
 - ii. Consumption of alcohol or any evidence of alcohol 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. In such circumstances, you will be entitled to a partial refund of £49.
 - iii. 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 your file will be returned to the police, resulting in prosecution. No further course offer will be issued.
 - iv. Virtual backgrounds/filters are not permitted during digital courses.
 - v. You must ensure that there are no images or backgrounds visible that may cause offence to another participant.
- e) If you are late back from the designate break period for any reason, you will be removed from the course. A rearrangement fee may be charged if you wish to book on another course. For details on the rearrangement fees, please see clause 4.
- f) All electronic devices must be switched off and placed out of view for the duration of the course unless you are using a mobile phone or tablet to complete a digital course. You must ensure that your device is set to 'Do Not Disturb' to avoid disrupting the course.
- g) No unauthorised person will be admitted to the course, this includes children.
 - i. The trainer will be unable to admit you into the course if suitable childcare arrangements are not in place.
- h) If you will be required to breastfeed your baby, please ensure that a chaperone is present to care for the child during the course.
 - i. If you are completing a digital course at home, you are still permitted to breastfeed your baby. You should discuss your requirements with TTC 2000 Ltd at the time of booking.
 - ii. If you are attending a venue TTC 2000 Ltd will endeavour to arrange a room for the purpose of breastfeeding.
- i) If you are attending a digital course and lose connection during the course and are unable to re-join, a re-



arrangement fee may be required. For details on the rearrangement fees, please see clause 4.

- 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.

10. Attending a Safe and Considerate Driving Course

- a) You must adhere to all clauses in these terms and conditions when attending a Safe and Considerate Driving Course.
- b) You must produce your valid photocard driving licence in order to attend the course. If you have the old-style paper licence then you will need to produce this, along with another form of photo ID. If you cannot produce your valid driving licence you will need to bring photo ID, mobile phone and your national insurance number so that an eligibility check can be completed by the trainer.
- c) The practical element will be carried out using your trainer's vehicle, you must inform TTC 2000 Ltd at the time of booking, whether you require a manual or automatic vehicle.
- d) If for any reason you wish to request to use your own specially adapted vehicle, you must make TTC aware at least 10 working days before your course date. **Note! Your own specially adapted vehicle will be subject to a risk assessment.** Once confirmed you will be required to provide the make and model of the vehicle intended to be used on the day, plus ensuring it is fit for purpose for course delivery. In addition, on the day of the course you will be required to produce evidence that the vehicle is taxed and insured and has relevant current DVSA Test Certificate. Failure to do so will result in the course being cancelled. For details on the rearrangement fees, please see clause 4.
- e) You must be able to read (with glasses or contact lenses, if necessary) a car number plate made after 1st September 2001, from a distance of 20 metres. If you are unable to do so you will be excluded and there may be a further rearrangement fee if you wish to arrange another course. For details on the rearrangement fees, please see clause 4.

11. Privacy

- a) We are committed to ensuring that your privacy is protected.
- 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 privacy laws.
- c) Anyone using any type of recording equipment, is liable to be excluded from taking any further part in the course and the case will be referred back to the police who will normally institute criminal proceedings for the original offence.

12. GDPR

- a) 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 (2018), the General Data Protection Regulation (2018) and the Privacy and Electronic Communications Regulations (2003). Access to your information held by TTC will be given to the police for the purpose of checking your course completion status. Our full privacy policy can be found by visiting www.thettcgroup.com/privacy-policy/