



Part of the TTC Group

TTC 2000 Limited

Hadley Park East, Telford, TF1 6QJ

T: 0330 024 1805

www.thettcgroup.com

TTC 2000 Ltd Hampshire Out of Court Resolution Course terms and conditions

Effective as of 1st March 2026

IMPORTANT INFORMATION – IN BOOKING A COURSE WITH TTC 2000 LTD, 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 Out of Court Resolution Courses. All other terms and conditions, express or implied, are excluded. No TTC Group employees or agents have 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) You have 21 days from the date the referral is made from the police to book onto a course.
- d) You must have completed a course within 16 weeks of the conditional caution. TTC have no control over the completion date, this will be set by the Police.
- e) Courses are offered in the English and Welsh Language.

2. Course fee / Payment

- a) 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 14 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) You have 14 days from the original 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:

After 15 days of booking but before 14 days of the course date	Within 14 days of the course date. If you have been removed for any reason, or non-attendance
£30	Full course fee again. £60

- 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 14 days' notice of cancellation. You will then



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be offered alternative dates (if time permits) before the completion date set by the police when issuing the 'out of court resolution' or you will have the option of cancelling and receive a full refund. 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.

- c) Course re-arrangements are subject to course availability before your completion date which is set by the referring Police Force.
- d) 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.
- e) 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.

4. Specific / Special requirements

- a) Every effort will be made to accommodate any reasonable adjustments 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 accessibility 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 delivered in the English language. If your command of English is such that you would have difficulty in attending a course you must make TTC 2000 Ltd aware prior to the course to discuss options available to you. Failure to disclose this, and following attendance if the trainer deems your understanding is not of a satisfactory level you will be excluded and there will be a rearrangement fee of £30 (providing there is enough time before your completion date, as set by the police). TTC 2000 Ltd will discuss further options available to you.

5. Identification

- a) It is a requirement that you **MUST** produce photographic identification on the 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** notify TTC in advance of the course. You will be asked to 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-completion.
- b) The course offer is an alternative to court prosecution, and it is illegal to attempt to misrepresent the true identity of the person required to attend the course. 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.



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6. 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 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/enus/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 positioned in a way to prevent the content of the course being visible to any unauthorised person. 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.
- e) You must attend a digital course free from noise distractions, including but not limited to, pets.

7. Attending / completing the course

- a) Satisfactory course completion is dependent upon attendance throughout the entirety of the session 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 on 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 any breaks between course sessions. If entry is refused, you must contact our office. A further rearrangement fee may be required. For details on the rearrangement fees, please see point 3.
- 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.



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- d) **Any evidence of alcohol consumption or use of illicit drugs will result in removal from the course immediately. Further courses may not be offered, and your file will be returned to the police, resulting in prosecution.**
- 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 the session on time, participate actively, contribute constructively to discussions and activities through the course.
- g) Other than to partake in the online course, the use of phones, laptops, recording equipment or other electronic devices is strictly prohibited during the session.
- 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 your file will be returned to the police, resulting in prosecution. 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.

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 police authority on your behalf. The police will update their record on the Police National Computer to show 'Educational 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 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/
- 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.