

Terms and conditions for booking a National Driver Offender Retraining Scheme (NDORS) course with Hertfordshire County Council

Please Note: If after completing your course, you do not receive confirmation of attendance within 5 working days, please contact the Driver Training Team below:

Telephone: 0300 123 4035

Opening times: 10:00 to 15:00 - Monday to Friday

Closed: Weekends and Bank Holidays

Time Limits

1. It is a condition of the offer that you book and complete the course within the timeframe set out by your referring Police Force. If you are unable to complete the course within this timeframe, for whatever reason, then your offer of a course will be withdrawn and returned to the referring Police Force for their consideration. It is your responsibility to book and attend your course. Do not leave it too late to ensure you can book onto a course.

Course Fees

2. Hertfordshire County Council must receive full payment for your course in advance. If full payment is not received, your place will be cancelled, and you may not be allowed to re-book. Any expense or loss associated with attending the course e.g. loss of earnings or childcare expenses will be met by the client.

Additional Requirements

3. Please tell us in advance if you have any additional requirements and every effort will be made to accommodate these. Additional requirements may include:
 - o A BSL Interpreter
 - o An interpreter - You can bring an interpreter with you if you inform us in advance and provide us with their name. They must be over 16 years of age and will need to bring suitable photographic identification with them. We can supply an interpreter for the course should you need one. Please contact the booking office to arrange this.
 - o Breast feeding
 - o Private sign in facilities for clients wearing head dress or other garments that cover the face.

If no indication or request for any additional requirements has been made, we cannot be held responsible should you be unable to complete the course and the rebooking fee will apply.

Course Attendance

4. No one under the age of 16 is permitted to attend the course.
5. Childcare must be arranged for the duration of the course. If you attend the course with children present, you will be referred back to the office and a rebooking fee will apply. If you fail to make a new booking, your file will be returned to police for their consideration.
6. The trainer may remove any client from the course at their discretion if they feel these Terms and Conditions are not being adhered to.
7. If you arrive late to the course, are refused entry, or are removed from the course, please refer to point 29 for more information.
8. Clients must be clean and presentable to complete the course. The course fee will not be reimbursed if you are not dressed appropriately, and you will be deemed to have not completed the course. Your offer of a course will be withdrawn and returned to the referring Police Force for their consideration.
9. If you fail to attend the course, you will automatically be referred back to the police for their consideration.

10. When you agree to attend a course, the place is allocated for you and no one else. It is an offence for another person to attend the course in your place. If this occurs, the referring Police Force will immediately be informed, and your offer of a course will be withdrawn and may result in prosecution.
11. To complete the course, you must attend in person, arrive on time, produce an acceptable form of photographic identification, be present for the entire duration, and participate fully in a respectful manner demonstrating a willingness to improve your driving skills. You must also complete BOTH the theory and practical elements of the course.
12. Only persons responsible for the delivery of the course and clients attending the course will be allowed to attend. There may be occasions where a registered assessor or monitor will attend the course to ensure compliance to national standards.
13. The course is split into two parts but is delivered on the same day. There can be up to 6 participants attending the first part of the course (morning session) and up to 2 participants in the same vehicle for part 2 (afternoon session).
14. Your course includes an on-road driver training element delivered by qualified Advanced Driving Instructors (ADIs). The vehicle type (i.e., manual, or automatic) will be the one you selected when you booked with the booking team and should be the one that you normally drive.
15. If you fail to complete either part of the course, you will be required to pay the rebooking fee to attend another course if there is availability.
16. Disqualified drivers will not be able to participate. If you are disqualified and book a course, you will not receive a refund
17. Please bring with you any corrective eyewear you require to drive in order to participate. An eyesight test will be conducted before the course. You will need to be able to read a vehicle registration plate from an unobstructed distance of 20 meters. If you have not had your eyes checked for several years, please ensure you arrange this in good time prior to your course. If you fail the eyesight test you will not be able to complete the course and will be required to pay the £150 rebooking fee if a course is available. If we do not have another date available or you decide not to rebook within the allotted time, your file will be returned to the police, and you will be entitled to a refund. Please refer to point 36 for more information.
18. If you have a specially adapted vehicle to enable you to drive, you will need to contact the booking team who may be able to arrange for you to use your own. Please note this must be agreed prior to booking your course.
19. You must bring a photo-card driving licence with a photograph that is in date, as you will be driving a vehicle. If you do not have a photo-card driving licence, the old-style paper driving licence must be produced with another form of photographic identification. Please follow this link. <https://www.ndors.org.uk/FAQ's> for more information. Failure to produce photographic ID will result in no admittance onto the course and you will incur a £150 re-booking fee.
20. These courses are part of the criminal justice process and failure to attend or complete may result in the file being returned to the police for their consideration.
21. Hertfordshire County Council deliver the courses on behalf of UKROEd. For further information and FAQs, please click <https://www.ukroed.org.uk/faqs/> here.

In-Venue Course Attendance

22. When attending a venue, allow plenty of time for your journey, including parking and making your way to the training room for registration before the course starts.
23. Many venues now require you to input your vehicle registration into an iPad/tablet etc upon arrival. Please ensure that you input the correct vehicle registration number and follow the instruction on site. If you have

any questions, please speak to the trainer or the venue reception.

Please note that we **will not** be held liable for any incorrect vehicle registration numbers being inputted should you subsequently receive a parking penalty.

Use of Electrical Devices including Mobile Phones

24. All electrical devices, including mobile phones, watches, iPads, tablets and any other item that may make a noise or sound, must be turned off; failure to adhere to this will result in you being removed from the course. The course fee will not be reimbursed in this event, and you will be deemed to have not completed the course. Your offer of a course will be withdrawn and returned to the referring Police Force for their consideration.
25. If you are expecting an urgent call, in relation to an emergency health condition, you **MUST** have prior agreement and a maximum of 5 minutes will be allowed. If the call duration is longer, you will not be able to continue your course.
26. If there is a requirement for you to use your mobile phone, app, or other software on your electronic device as an aid (including diabetes, heart monitors and hearing aid apps) to assist you to attend and complete your course, HCC will make any reasonable adjustment to allow this. Please contact the Hertfordshire Driver Training Team prior to your course date to discuss your request. Please also discuss this with trainer at registration, so that they can advise you of any security requirements to ensure the data protection of all attendees.

Photographic Identification – Driving Licence required for all courses

27. You must produce your original Photographic ID for validation of your attendance which will be checked against the register. **Please note:** You will not be admitted if you do not bring with you, valid photographic identification. Further details can be found [here](#).

It is essential you bring photographic identification to the course. Failure to produce original valid photographic ID will result in no admittance onto the course and you will incur a £150 re-booking fee or be returned to the police to discuss your options.

We can only accept original identification (electronic copies or photocopies cannot be accepted).

Failure to Attend or Complete and Refunds

28. If you are unable to attend a course, you must inform the Driver Training Team either by phone or e-mail as soon as possible.

Please note that a rebooking fee of is payable should you wish to rebook. If you subsequently do not rebook, you are eligible for a part refund, please see section on cancellation and rebooking fee at point 35/36 below.

29. If you fail to attend the course, you will automatically be referred back to the police for their consideration.

If you are late for your course or fail to complete the course in full and did not contact us within 1 working day of your course date (between 10am – 3pm), your file will automatically be returned to the Police, and they will decide what action to take.

30. We reserve the right to refuse entry to any participant if we believe them to be under the influence of alcohol or drugs.
31. Please note that difficulties individuals may face with work or childcare issues are not considered valid reasons for non-attendance at a course and will be subject to a £150 re-booking fee.
32. Under certain circumstances (outlined below) you may either arrange another course date free of charge (if a course is available) or receive a full refund:
 - Receipt of a medical certificate or letter (self-certification will not be accepted)

- Notification of hospital appointment (copy of hospital letter)
- Jury service (copy of official letter)
- Court appearance (copy of official letter)
- Bereavement, immediate family only (copy of death certificate).
- Funeral (copy of order of service)

Appropriate written proof of these circumstances will be required for the purpose of fee waiver authorisation and must cover the date and time of the course. Please note that no confidential /personal information will be retained.

33. The Police reserve the right to withdraw a course offer at any time up until the point you have successfully completed the course.

Course Alterations or Cancellation by HCC

34. It may be necessary, due to reasons beyond our control for us to cancel or alter the date or time of your course at short notice. Such instances are rare but in the event of rescheduling for any reason, every effort will be made to offer you another course date at your convenience. This is subject to availability and in all cases must be within the timeframe set out by your referring Police Force. If this cannot be arranged, then a full refund will be given to you and your file returned to the Police who will then advise you of the next course of action.
35. The course provider will not be liable for any additional expenses that may be incurred through any changes.

Client Cancellation and Re-Booking Fees

36. If you wish to cancel your course, you can do so online at <https://offer.ndors.org.uk/> and enter your Reference number and PIN, or log into your account if you created one. Alternatively call us on 0300 123 4035.

Any refund will be subject to deduction of charges dependent on the notice given (see below).

37. **Rescheduling your booking less than 14 days before your course date:** If you reschedule less than 14 days (up to and including the working day before) before the original course date, you will be required to pay a rescheduling fee of £150.
38. **Cancelling your booking more than 14 days before your course date:** If you cancel your booking more than 14 days before the original course date you will be refunded in full.
39. **Cancelling your booking less than 14 days before your course date:** If you cancel your booking less than 14 days (up to and including the working day before) before the original course date, you are entitled to a refunded of £49.
40. To claim your refund, please contact us on 0300 123 4035.