

Lincolnshire Road Safety Partnership's Terms and Conditions relating to all National Driver Offender Retraining Scheme (NDORS) courses

1. You must check all documentation sent to you and contact Lincolnshire Road Safety Partnership (LRSP) drivertraining@lincolnshire.gov.uk if you have not received your confirmation email.
2. The course fee is payable by debit or credit card at the time of booking. Cash payments are only accepted by making a booking at the LRSP offices in Lincoln during normal office hours.
3. All changes made by you to the date and time of a booking are subject to the police deadline for completion, availability and charges. Information on fees and charges can be found at the end of this document.
4. You must bring a valid photocard driving licence, or your paper licence along with another form of photographic ID such as a valid passport, expired passport, valid photographic EU or Swiss national identity card, valid armed forces identity card, valid police warrant card/badge, valid employees identity pass, citizen card, valid photographic firearm certificate, valid government-issued identity card, SMART card, electoral identity card, photographic disabled badge, NUS photographic card, photographic university/college ID card, company ID card of a nationally-recognised company (photographic), council-issued bus pass, pension book, Young Scot card. If you fail to produce the required documentation, you will not be admitted and re-bookings will be subject to the police deadline for completion, availability and charges (see Point 3). If you cannot provide a valid driving licence/photographic ID, contact Lincolnshire Road Safety Partnership on 01522 805940 for advice.
5. You must arrive 15 minutes before the start time to allow for registration. Late arrivals will not be admitted. If entry is refused you must take further action within 72 hours. You may rebook with LRSP or another service provider, subject to the police deadline for completion, availability and charges (see Point 3).
6. Satisfactory completion of the course is dependent upon attendance throughout the duration of the course and making a full and positive contribution. Disruptive behaviour, wilful non-compliance or wilful misbehaviour is not acceptable. If you leave the course before it finishes, it will classify as a non-completion. You will receive a part refund (see Rearrangement Fees table).
7. Satisfactory completion of the course is dependent upon attendance throughout the duration of the course and making a full and positive contribution. Disruptive behaviour, wilful non-compliance or wilful misbehaviour is not acceptable. If you leave the course before it finishes due to extenuating circumstances, you must inform the trainer immediately and rebook your course within 72 hours, subject to the police deadline for completion, availability and charges (see Point 3).
8. If you are unable to attend due to illness or the death of an immediate relative, you will be required to book a new course within 72 hours and pay a charge. If you provide a medical certificate or appropriate confirmation of a death within seven days, or at any other time agreed with LRSP, you will be refunded the charge (see Point 3).
9. If you are unable to complete or attend a course for any other reason than stated in points 4 & 5, you may be able to amend or cancel your booking. All changes are subject to the police deadline for completion, availability and charges (see Point 3).
10. Every effort will be made to accommodate any additional requirements providing you have informed us at the time of booking. If no such indication has been made, LRSP will not be held responsible for failing in the provision of any additional requirement. If you cannot attend the course as a result of this, a further course may be rearranged, subject to the police deadline for completion, availability and charges (see Point 3).
11. Mandatory eyesight tests will be conducted for Safe and Considerate Driving courses. If you fail the eyesight test you will not be permitted to complete the course. A further course may be rearranged subject to the police deadline for completion, availability and charges (see Point 3). Please seek advice from an optician well in advance of your course if you have concerns over your eyesight.
12. The course is provided in the English language. You must provide your own interpreter if you might have difficulty in actively participating in the course. You must notify us that you are bringing an interpreter and this must be the person named on the booking. They must be 16 or over and bring photo ID (see Point 4). If you do not bring an interpreter and the trainer deems that your understanding and communication is not of a satisfactory level, you will be excluded. A further course may be rearranged, subject to the police deadline for completion, availability and charges (see Point 3).
13. Any use of abusive or foul language towards LRSP staff and its contractors at any time, will result in your file being returned to your issuing police authority and no further courses will be offered from LRSP. You will receive a part refund (see Rearrangement Fees table). In addition, anyone using or threatening to use violence will be prosecuted.
14. Weapons will not be permitted under any circumstances this includes blades or any device which may be able to be construed as a weapon (e.g. work blades or screwdrivers).

15. You must attend in a fit state to participate fully. Consumption of alcohol or any evidence of alcohol on the breath or use of illicit drugs will result in removal from the course immediately. You will receive a part refund (see Rearrangement Fees table). No further courses will be offered by LRSP and your file will be returned to the issuing police authority.
16. Please ensure you consider your own personal hygiene when attending a course, please dress appropriately and take into consideration how others may perceive your appearance. Dirty or muddy clothing/boots are not acceptable. If your course includes a practical drive, you must wear appropriate clothing and footwear that will not inhibit your drive. You must bring your glasses or contact lenses with you if you need them.
17. It is essential that identification can be made prior to entry to a course. If a piece of clothing inhibits this identification the trainer will ask the client to remove or adjust the garment to enable the identification to take place. A private space can be made available if required.
18. In order to provide a safe and healthy environment for employees and contractors LRSP exercises Lincolnshire County Councils smoke-free policy. LRSP also has a responsibility to clients not wishing to be exposed to smoke/vapour. Smoking of any kind will not be permitted within the building, including e-cigarettes. Smoking/vaping will only be permitted in the designated smoking area.
19. Clients must complete any mandatory paperwork, with assistance if required.
20. Use of mobile electronic devices will not be permitted and could lead to your dismissal from the course. All devices must be switched off and must not be visible in the training room at any time. Any use of devices during scheduled break(s) is only permitted outside of the training room.
21. Children will not be admitted to the course. You must ensure that childcare is arranged for the entire duration of the course. Clients will not be permitted to bring any adult guest without prior permission and approval from LRSP.
22. In the event of LRSP being unable to deliver your course, we will reschedule the course as soon as possible and without charge.
23. LRSP will retain all records relating to the preparation, operation and attendance of the NDORS course for 12 months from the completion of the course. They will be held in compliance with corporate retention and disposition schedules to abide by the time limits for actions provided in the Limitation Act 1980. After the expiration of the retention period, the records will be destroyed. Throughout the retention period and at the time of their destruction, all the records will be kept and managed in compliance with the General Data Protection Regulation and all other relevant UK statutory provisions, as well as with the whole set of the corporate records management policies and procedures. Data retained is accessible to clients on request.
24. If you have any queries, visit www.lincolnshire.gov.uk/lincolnshire-road-safety-partnership If you are unable to make or manage a booking online, call 01522 782068 for the National Speed Awareness Course or 01522 805940 for all other courses.

NDORS COURSES OFFERED BY LRSP; National Speed Awareness Course (NSAC), National Motorway Awareness Course (NMAC), Safe and Considerate Driving Course (SCD), What's Driving Us? Course (WDU) and Rider Intervention Developing Experience (RiDE)

REARRANGEMENT FEES

Cancellation or rearrangement of course more than 10 days before original course date	Free of charge
Cancellation or rearrangement of course date within 10 days of original course date (up to the day before course)	£100 fee charged (SCD) £25 fee charged (NSAC, NMAC, WDU, RIDE)
Cancellation on day of course or failure to attend	£49 refund for all courses
Failure to attend/complete the course but another course date is booked with LRSP within 72 hours	£100 fee charged (SCD) £25 fee charged (NSAC, NMAC, WDU, RIDE)
Failed to attend the course but new course date cannot be offered	£49 refund for all courses
Failed to complete the course (related to points 6, 7, 13 and 15) but new course date cannot or will not be offered	£49 refund for all courses