

## Lincolnshire Road Safety Partnership terms and conditions relating to online digital National Driver Offender Retraining Scheme (NDORS) courses

1. You must check all documentation sent to you and contact Lincolnshire Road Safety Partnership (LRSP) on [drivertraining@lincolnshire.gov.uk](mailto:drivertraining@lincolnshire.gov.uk) if you have not received your confirmation email or reminder email.
2. All changes made by you to the date and time of an online course booking are subject to the police deadline for completion. 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.
3. In order to access and participate on an online course you must have access to one of the following: a home pc/laptop/electronic tablet or smart phone (ios or android)
4. You must have access to internet connectivity which is capable of streaming video and sound.
5. Your choice of device must be fitted with a camera and microphone.
- 6. The filming or recording of the webinar is strictly prohibited**
7. Upon joining an online course webinar you must show the course trainer a valid photocard driving licence or your paper licence and another form of photographic ID. Valid IDs include: 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 or photographic university/college ID card, company ID card of a nationally-recognised company (photographic), council-issued bus pass, pension book, young Scot card

The course trainer will adhere to GDPR when checking documentation. If you fail to produce the required documentation, you will not be admitted to the online webinar and re-bookings will be subject to the police deadline for completion. If you cannot provide a valid driving licence/photographic ID, contact us via [drivertraining@lincolnshire.gov.uk](mailto:drivertraining@lincolnshire.gov.uk)

8. You must log on to the webinar link 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 2).
9. Satisfactory completion of the course is dependent upon attendance throughout the course and making a full and positive contribution. Disruptive behaviour 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).
10. If you need to 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 2)
11. 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 2).
12. If you are unable to complete or attend a course for any other reason than stated in points 9, 10 and 11, 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 2).
13. Every effort will be made to accommodate any additional requirements providing you have informed us upon receipt of this confirmation email. 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 2)
14. The course is conducted in English. You must provide your own interpreter if you might have difficulty in participating in the course. You must notify us that you are bringing an interpreter upon receipt of this confirmation email and the name of this person must be provided. They must be 16 or over and produce photo ID (see Point 7). 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 2).
15. Any use of abusive or foul language towards LRSP staff or 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.

16. You must attend in a fit state to participate fully. Consumption of alcohol or any evidence of alcohol use 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.
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. This will be done in private with the course trainer.
18. Other attendees will be able to see you during the course so please dress appropriately.
19. For the duration of the course you must be in a room alone without distractions.
20. In the event of LRSP being unable to deliver your course, we will reschedule the course as soon as possible and without charge.
21. 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.

## 22. 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)	£25 fee charged (iNSAC, iNMAC, iWDU, 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	£25 fee charged (iNSAC, iNMAC, iWDU, 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 9, 10, 12, 13, 14, 15, 16) but new course date cannot or will not be offered	£49 refund for all courses