

Terms & Conditions for Booking and Completing a digital NDORS Course with SERP

For on-line booking go to: www.offer.ndors.org.uk

Booking office: 01277 636675

Introduction:

Safer Essex Roads Partnership (SERP) is comprised of key organisations who work together to make Essex roads safer. SERP is commissioned to deliver all National Driver Offender Retraining Scheme (NDORS) digital education courses on behalf of any police force participating in the NDORS scheme.

By accepting the opportunity to attend a digital course from the referring police force, you are entering into a contract to abide by the following Terms & Conditions.

- 1) Full payment of the course fee, with either a debit or credit card, is required when the course booking is made. In exceptional circumstances an alternative payment method may be available; this must be discussed with the booking office.
- 2) The course fee payable by the client will be that as advertised at the time of booking. SERP retains the right to vary course fees at any time.
- 3) When full payment has been received a confirmation email will be issued to the client.
- 4) Once a place on a digital course is booked and confirmed it is the client's responsibility to ensure attendance at the specified time. SERP cannot be held responsible for the non-delivery of the confirmation email.
- 5) Once a course date has been confirmed all changes within **TWO CLEAR DAYS** prior to the course date will incur an administration charge. If SERP are unable to deliver the course due to unforeseen circumstances, the course will be rescheduled as soon as possible with no additional charge. The new course date will be subject to availability within the timescales specified by the police for the client.
- 6) Information and link to access the digital course will be sent by SMS and email to the client by (at the latest) 4pm the day before the course. In the event that the booking has been made at short notice, the information and link will be sent the morning of the course. It is advisable to use this information to access the course 15 minutes prior to the course start time.
- 7) If a client fails to attend, complete the course or is late, for any reason, please contact the booking office to discuss rebooking. A re-booking fee may be required.
- 8) The client must produce their valid photographic I.D. ie. in-date photo card driving licence or current passport. Please note: A photocopy or photograph of the document will not be accepted. If a current photo identification is not available, the client **must** contact the booking office prior to the date of the course
- 9) When booking the course you are agreeing **NOT** to record or take screenshots of the course or any part of it.

- 10) Every effort will be made to accommodate special requirements provided that they are indicated by the client at the time of booking the course. Failure to notify the booking office may result in the client being refused entry to the course. A client who needs the services of an interpreter, to accompany them on the course, will be required to provide an interpreter at their own cost. The interpreter must be a minimum age of 18 and be able to provide current photographic identification at registration of the course. We are able to offer the facility of speech to text.
- 11) 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 attend the course to ensure national compliance.
- 12) To complete the course, the client must:
 - Access the course 15 mins prior to the scheduled start time, with current photo ID.
 - Ensure they are in a quiet location with no distractions
 - Attend for the entire duration of the course on a device with active audio and video settings
 - Make a positive contribution through active participation;
- 13) All mobile communication devices (mobile phones etc.) **must** be switched off for the duration of the course. Failure to do so will result in the client being removed from the course. If a client is using a mobile phone to attend the course, the facility to receive incoming calls and messages must be disabled
- 14) Any clients who are abusive or disruptive will be removed from the course immediately and their details will be returned to the referring police authority.
- 15) If a client is unfit, through alcohol or drugs, or for any other reason, they will not be allowed to complete the course.
- 16) A client's personal data will only be used for the purpose of providing the course.