TERMS AND CONDITIONS

1. Should you have any queries regarding the incident you were involved in, please contact the Police directly, as this information is not disclosed to Suffolk County Council, who is the provider of the course. The scheme is administered and delivered by Suffolk County Council's Road Safety Team on behalf of the referring Police Force. The scheme is run in accordance with national guidelines required by UK Road Offender Education (UKROEd)
2. Failure to complete by your deadline date or declining the course will result in your details being returned to the Police and your offer of a course being withdrawn. The Police are at liberty to withdraw the course offer at any time up to the point that you have successfully completed the course.
3. Places are limited and are reserved on a first come, first served basis. Payment MUST be made at the time of booking by debit/credit card. This fee is non-refundable.
   CASH/CHEQUES ARE NOT ACCEPTED
4. Once the course date is confirmed any amendments will incur additional charges.
5. If you need an interpreter we can provide one, free of charge, for a classroom course only if you request in advance by calling us on 0345 6001291 or email us at ndors.courses@suffolk.gov.uk. This MUST be booked in advance otherwise you will be refused entry and charged a re-booking fee. If you are bringing your own interpreter to the course either online or classroom you must tell us in advance of their name (must be at least 16 years, preferably a driver and must have photographic ID). If you attempt to join without an interpreter and you need one, you will need to reschedule with an additional fee. If you bring an interpreter without telling us you will be unable to participate and have to reschedule with an additional fee.
6. It is your responsibility to notify us if you require additional support prior to making a booking and every effort will be made to accommodate these. Please contact us on 0345 6001291 or email us at ndors.couses@suffolk.gov.uk. If we have not been notified, we cannot be held responsible should you be unable to complete the course.
7. You MUST bring your original driving licence with you to the course; a photocopy will not be accepted. If this is not a photocard, you will need to bring additional photographic identification. If your driving licence is not available, you will be required to provide another form of photographic ID with your signature and full name. Failure to supply the required documentation on the day of the course will result in you being unable to participate on the course and your fee will not be refunded. Every effort will be made to offer an alternative date provided there is sufficient availability and time within the police deadline. A further fee will be required. It is an offence to attempt to illegally misrepresent the true identity of another driver of a motor vehicle by attending the course in place of someone else.
8. In the event of illness preventing you from attending or completing a course, you will be required to inform the Course Provider immediately. Every effort will be made to offer an alternative, provided there is sufficient availability and time within the police deadline.
9. If you fail to attend or are refused entry it may be possible to offer an alternative course date, subject to availability and the Police time limit. A further fee will be required. If an alternative course is not requested by you, your file will be returned to the Police upon your completion date.
10. Confirmation will be sent to you within one week of payment. This will confirm the exact time and date of your course together with the address of the location for a class course. For online courses, confirmation will be emailed within 48 hours of payment and a link will automatically be sent 48 hours before the start time of the course. Should you not receive the confirmation within this timescale, please contact the Course Provider.
11. You must arrive on time for your course. It is your responsibility to ensure you arrive at the correct location in good time. Late arrivals will be refused entry. No refund of course fee will be made.

12. In order to complete, you must attend the course in person for the entire duration, make a positive contribution and demonstrate a willingness to improve your driving skills. If you fail to comply with these terms and conditions you will be certified as non-completion. Your file may be returned to the Police for further action. If you decide to take the points/fine rather than re-booking, you will NOT receive a full refund, only a partial one. Any partial refund will be made using the same method of payment as originally used.
13. For online courses – It is the client's responsibility to ensure they have the correct equipment and internet access to complete the course successfully. The course provider cannot be held responsible for clients losing connection during the course. Should connection be lost at ANY point during the course, clients should call the office on 0345 6001291 the next working day. You will need to re-book to attend the full course at a later date if this can be done before the Police deadline. It is the client's responsibility to ensure they have received the link to the course, automatically sent 48 hours before and should check 'spam' and 'junk' folders. If you have not received the link you should call 0345 6001291 or email us at ndors.courses@suffolk.gov.uk.
14. For classroom-based courses tea or coffee will be supplied during the break.
15. Should the trainers feel you are displaying any disruptive behaviour during the course this could result in your expulsion from the course. Your details would then be returned to the Police and no refund will be issued.
16. If the trainer believes you to be under the influence of drugs or alcohol, you will not be allowed to continue and your details will be referred back to the Police. No refund of course fee will be made.
17. In the unlikely event we are unable to deliver a course due to reasons beyond our control, we will reschedule your course as soon as possible within the time limit imposed by the Police at no additional cost to you. The Road Safety Team shall not be liable for any fees, costs and any other expenses incurred by you as a result of a cancelled course.
18. If you have any queries which are not covered in your documentation, contact us on 0345 6001291, or email us at ndors.courses@suffolk.gov.ukthe Course Provider.
19. You can only attend one Driver Diversionary Course within a 3 year period. If you have attended a Driver Diversionary Course within the last 3 years, or have other traffic offences pending against you that may result in your licence being suspended, your offer will be withdrawn.
20. Courses are available in other counties; please visit the official website at www.ndors.org.uk for more information. Should you wish to attend in a different county, please contact that Course Provider prior to making a booking.
21. In the classroom we cannot allow pets, additional adults or children on the premises – appropriate care arrangements must be made prior to booking a date. You may only be accompanied by a registered assistance dog agreed in advance with the Course Provider.
22. For online courses, you will need to be in a private room, alone without disturbances and must not have anyone within your household who may require a degree of care or attention from you for the duration of the course. Your screen background must be neutral and NOT blurred.Failure to do so will result in removal from the course.
23. If you would like to provide feedback about the service you have received from Suffolk County Council you can access further information here: Compliments and complaints - Suffolk County Council alternatively you can call: 0345 266 1821.
24. You can read our privacy policy: Find out more about Privacy and Data Protection here.