

Drink Drive Rehabilitation Course - Terms and Conditions of Booking



Please ensure you have read, understood and accepted these Terms and Conditions prior to making a booking. By placing a booking you will be deemed to have read, understood and accepted these Terms and Conditions.

As specified in The Road Traffic Offenders Act 1998, it is a condition of the court that the course must be fully complete by the date specified by the order of the court at the time of sentencing. If you do not fully complete the course by this time the full disqualification period will apply. The court specified completion date is non-negotiable and under no circumstances will the courts consider an extension date.

Course Bookings

- We recommend booking your course well in advance to ensure completion before the court assigned completion date expires.
- Bookings can be made via telephone, on a pre-printed booking form or in person. Once payment has been received you will be sent confirmation of your booking in writing, stating the course date, time and location. If you have not received confirmation within 5 working days of your booking, it is your responsibility to contact us for information of the dates, times and location. For bookings made within 5 working days of the course start date we are unable to guarantee you will receive a booking confirmation letter before your course starts.
- We would encourage you to book your course as early as possible to avoid disappointment. However, we do accept bookings right up until the course commences subject to availability. If a booking is made less than 14 days before the start date of a course, confirmation will be made by telephone or e-mail and post (where possible). However, if you have not received confirmation within 48 hours of your booking it is your responsibility to contact us for course dates, time and location.

Payments

- You can pay via debit or credit card by telephoning (0191) 414 6446. Payments can be taken weekdays between 9.15am and 4.00pm. We accept Mastercard, Solo, Maestro & Visa.
- Payment can be made via Cheque or Postal Order using the pre-printed booking form. Cheques should be made payable to NECA Training Ltd and state your name and booking reference number on the rear. They must not be post-dated. Cheques or Postal Orders should be sent to NECA Training Ltd at least 28 days prior to your course date, to give sufficient time to clear through the banking system. Cheques which have been marked by the bank 'returned to drawer' will attract a £10 administration fee.
- Cash payments can be made in person at NECA Headquarters, Derwent Point, Clasper Way, Swalwell, Newcastle upon Tyne, NE16 3BE. Payments can be taken weekdays between 9.15am and 3.30pm.
- Payment may be made in full or a minimum deposit and subsequent instalments can be arranged. Please note a Certificate of Course Completion will not be issued if

there is a failure to make payment for the course in accordance with section 34B (4) of the Road Traffic Offenders Act 1988, furthermore a 'Notice of Non-Completion' may be issued. If you wish to discuss payment options or to pay in instalments please call us on (0191) 414 6446.

- The full balance must be paid in full 14 days before the course commencement date.
- All fees are Non-Refundable, however providing at least 14 days notice is given prior to your course start date, and on one occasion only, you may be transferred to another course at the discretion of the Training Manager.

Attendance and participation

- You must attend all 3 days of the course to receive your certificate of completion and be eligible for your ban reduction.
- You must ensure you arrive on time. Late arrivals may be excluded for the remainder of the course and you will be required to re-book.
- Under course guidelines, to be eligible for your Course Completion Certificate, you are required to participate fully in the Driving Vehicle Standards Agency (DVSA) approved course.

Identification

- Suitable nationally-recognised photographic ID will be requested to enable us to confirm your identity. You are required to provide this identification on each of the three course dates. Failure to provide evidence of your identity will lead to your exclusion.
- Delegates receiving a concessionary rate for those who are unemployed will be asked to provide proof. Where sufficient evidence is not provided the delegate will be required to pay the full standard course fee.

Cancellations and re-booking

- If you wish to cancel your course within 14 days of making your first booking (cooling off period) we will refund all monies paid to date. If after 14 days you cancel your course, your payment is non-refundable.
- Following a first request to transfer onto another course we will not make any additional charge, provided you give 14 days' notice prior to your course start date. We will make every effort to book you onto an alternative course prior to your set completion date, however this will be subject to availability and cannot be guaranteed.
- If you make second or repeated requests to transfer onto other courses, this will be charged at the full course fee.

Non-attendance, late arrival and missed sessions

- Non-attendance at the course due to illness, personal, professional or transport reasons does not give the right to refunds or automatic rebooking. However, in such an event we will consider all the circumstances and take such action that we consider to be fair and reasonable, in exceptional circumstances we reserve the right to request proof when considering a refund or rebooking request.
- The course is structured over 3 days, or 4 evenings to a very tight and demanding time schedule, every minute is accounted for. Therefore if you arrive late for a

course or are absent for any session, even for the most genuine of reasons, will in all probability lead to you being removed from the course. In these circumstances course fees are non-refundable.

- You must attend all course days in the correct sequence.
- You must attend every session of the course to complete.

Transfer to Another Provider

- Please provide 14 days' notice if you wish to transfer your court referral order to another provider
- Subject to the 14 day cooling off period any payments made will be non-refundable
- You will be subject to course fee charges from your new course provider

Course Cancellations - Unforeseen Circumstances

- On occasion through unforeseen circumstances NECA Training may find it necessary to cancel a DDR course. In such circumstances you will be given as much notice as possible of the cancellation. When such a course cancellation occurs, we will endeavour to offer you an alternative course, where this is not possible we will reimburse all course fees paid. Please consider such eventualities when booking course dates which are close to your Completion Date.
- We are unable to provide compensation for any other costs incurred as a result of the cancellation (including travel, flights or accommodation).

Non-English Speakers

- This course is taught in English
- Clients whose first language is not English should note that they are required to be proficient in written and spoken English and be able to participate in group discussions and presentations in English.
- You are welcome to bring an interpreter or family member to assist, but must notify us in when booking a place. Any interpreting costs incurred are at your own expense.
- To ensure that the use of a number of interpreters does not impact unduly on the quality of the course delivery we reserve the right to limit the number of interpreters present within any given session.

Accessibility

- If you have a disability, learning difficulty or any special requirements please contact us prior to booking a place so we can discuss your needs

Exclusion

- We reserve the right to refuse access to the facilities and premises where there is reason to believe that a delegate is in breach of the course rules or where a client uses threatening, bullying, harassing or disruptive behaviour. We will not be liable for any losses or expense (including course fees and consequential damages) incurred by a client arising from such an exclusion.
- Delegates may be excluded if they do not comply with course rules. These rules include completing all sessions, arriving on time, following reasonable instructions/requests from the trainer, fully participating and contributing within the

sessions, respecting and keeping confidences shared on the course, ensuring course fees are paid in full before the commencement of the course, ensuring mobile phones/other electronic communication devices are switched off, respecting equal opportunities, using appropriate language and behaviour, being the rightful person referred by the court

- Exclusions will apply to any delegate who turns up to the course under the influence of drugs or alcohol or consumes drugs or alcohol during the course (including breaks) or drives or attempts to drive whilst disqualified from doing so.

High Risk Offenders (HRO's)

- If you fall into the High Risk Offenders category of convicted drink-drivers, the DVLA will require you to undergo a medical assessment when you reapply for your driving licence. This involves a medical examination undertaken at your expense with a specialist medical practitioner. You cannot resume driving until you have received your driving licence back from the DVLA. We therefore advise you to reapply as early as possible upon satisfactory completion of the course, to avoid undue delay.

Data Protection

- Your personal information will be held in accordance with the Data Protection Act 1998.

Complaints

- You have the right to complain about any aspect of our service to you, with which you are unhappy. Where possible complaints should be discussed with the course tutor or member of the training administration team. If they are unable to resolve the complaint satisfactorily it will be raised with the Training Manager. If after 5 working days it has not been resolved the complaint should be sent in writing via Recorded Delivery to Customer Complaints at NECA Training Ltd. NECA Training Ltd will endeavor to acknowledge receipt in writing within 5 working days and respond in writing within 14 working days. You can request a copy of our complaints procedure by emailing info@neca.co.uk If you are still not satisfied you can send your complaint in writing via email to the DVSA at DDRS.Complaints@dsa.gsi.gov.uk

Any breach of these Terms and Conditions of Booking may render delegates in breach of our requirements and so not entitled to a Certificate of Course Completion as provided under section 34B (4) Road Traffic Offenders Act 1988.