

## TERMS AND CONDITIONS

1. Should you have any queries regarding the offence you were involved in, please contact the Police directly, as this information is not disclosed to Norfolk County Council.
2. Failure to reply 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date or declining the course will result in your details being returned to the Police and your offer of a course being withdrawn.
3. You must join your course on time. Late attendance will be refused and your case will be returned to the Police. No refund of course fee will be made.
4. Places are limited and are reserved on a first come, first served basis.
5. You **MUST** provide original photographic identification on your course, (photocopies and images of this will not be accepted). If you have an older paper style licence, you must also provide some other form of identification with a photograph and signature (i.e. passport). Failure to supply the required documentation on the day of the course will result in you being unable to participate 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.  
If you hold a non-European driving licence you must bring your passport and any other appropriate documents showing proof of entry into the UK.
6. You will be required to agree that you will not record the course and will respect the privacy of other clients participating.
7. In the event of you being unable to attend or complete a course due to illness, you will be required to inform us of this immediately. A doctor's note (form Med3) will be required to re-book your course or issue a refund. Every effort will be made to offer an alternative, provided there is sufficient availability and time within the police deadline.
8. An e-mail confirmation will be sent to you as soon as your booking and payment is received. This will confirm the exact date and timings of your online course. If you do not receive an e-mail please check your spam/junk in the first instance. If you have not received any form of booking confirmation from us, please e-mail [ndis.nsac@norfolk.gov.uk](mailto:ndis.nsac@norfolk.gov.uk) as soon as possible.
9. Payment for your course can be made online by debit/credit card and must be made at the point of your booking.
10. If you need to change the date of your agreed course please ensure you provide us with 2 working days notice to avoid any additional charges.
11. In order to complete, you must be online and visible for the course duration. You will need to be in a private room alone without disturbances.
12. In the event of you being unable to attend or complete a course for any other reason, the fee is non-refundable. Every effort will be made to offer an alternative, provided there is sufficient availability and time within the police deadline. A further course fee will be required.
13. If our 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
14. If you have any queries or complaints which are not covered in your documentation, please contact Norfolk County Council by e-mail: [ndis.nsac@norfolk.gov.uk](mailto:ndis.nsac@norfolk.gov.uk)  
To read our complaints policy [click here](#).
15. You can only attend one course within a 3 year period. If you have attended a course within the last 3 years or have any other traffic offences pending against you that may result in your licence being suspended, your offer will be withdrawn.
16. Courses are available in other counties; please visit the official website at <https://www.ndors.org.uk/> for more information. Should you wish to attend in a different county, please contact our office prior to sending payment.