

RIDE Course

Frequently asked questions

1. About the course

A RIDE course is offered when a rider has been reported for an incident of careless riding; not having proper control of the vehicle; contravening traffic signs/signals or speeding offences. The officer involved has made a decision that you would benefit from attending this course. The course is designed by professionals to improve attitude and behaviour on the road and to promote road safety.

This one day course is run by two presenters and includes a mixture of discussion groups and information. You are asked to make a positive contribution to the course and demonstrate a willingness to improve your riding skills. The course is designed to be participative, informative and a practical benefit to all riders.

2. Where is the course held?

The majority of our courses are held at our dedicated training venue at the Freedom Centre, 97 Preston Road, Hull HU9 3QB; however, a limited number of courses are available at the Ropewalk, Maltkiln Road, Barton-upon-Humber, North Lincolnshire, DN18 5JT.

Maps can be found on the main driver safety course page of our website www.saferoadshumber.com. Information about where your course will be held is included in your confirmation letter or e-mail.

Please note: - it is still your responsibility to ensure you plan your journey in advance. If you are late due to getting lost, any rebooking may be subject to a full rebooking fee.

3. Can I choose the venue?

Yes, but only if you book your place online. The online booking system will show you the available venue, time and dates which you can then select. Please book your place via the main driver safety course page.

Please note: - it is still your responsibility to ensure you plan your journey in advance. If you are late due to getting lost, any rebooking may be subject to a full rebooking fee.

4. Can I book a course in another part of the Country?

Yes, you can. Please see the list of other Course Suppliers. You will need to contact them directly to arrange a course. You can also go on-line to check course dates and availability at <https://dors.police.uk>.

Please note, this site is for information only and you will still need to contact the relevant Course Provider to book a place.

5. Do I pay the fixed penalty fine and have points on my licence as well as pay the course fee?

No, the RIDE course is an alternative to a fixed penalty fine.

6. Do I need to bring my driving licence with me?

You are required to take the photocard part of your driving licence. If you hold the old style paper driving licence you must also take some other form of photo identification such as a passport. If you have mislaid, lost or your photocard licence has expired you must contact Humberside Police immediately as you will be refused entry to the course. If you are refused entry because you did not take your photocard or it has expired any rebooking will be subject to a further booking fee.

As the presenter will need to check your identification you will be asked to remove any head dress that covers your face. This can be carried out in a private room at your request. If you require someone of the same gender to carry out the identification, please contact us on 01482 399065 **prior** to your course.

7. Is there a written test, in-car driving test or role-play and can I fail the seminar?

No, it is all class room based but you are expected to take full and active part in the seminar. Deliberately disruptive behaviour will result in you being removed from the seminar and prosecuted for the original offence.

8. Will I have to watch film of road crashes?

During the presentation, some videos showing reconstructions of crashes carried out by actors may be shown. These do not contain any unnecessary images of injuries etc. Some emotive videos are also shown.

9. What if I can't get time off work to attend the seminar?

As you have opted to attend a seminar as an alternative to prosecution, work commitments will not be taken into consideration. It is expected that you will make arrangements with your employer or take leave to attend the seminar.

10. What happens if I don't turn up or I'm late?

You must attend on your allocated time and date or you will be prosecuted for the offence you have committed. If you do not attend there will be no refund of your course fee. If you turn up after the course has started you will be refused entry and any rebooking will be subject to a full rebooking fee (less the Central Levy of £20 if this has not already been refunded). It is therefore essential you give yourself plenty of time for your journey and plan your route in advance.

11. What happens if I have previously been offered the same course before?

You can only attend one RIDE course every three years. Prosecution for the other offence will be considered. However, normally checks would have been carried out to ensure you were eligible for the course before your offer was sent to you.

12. Are meals included?

No. However, refreshments may be purchased from nearby shops or the on site cafe.

13. Is there any childcare available?

No. You must make your own childcare arrangements.

14. I have special needs – can you accommodate me?

Yes, but you must contact us on 01482 399065 to discuss this further so special arrangements can be made if necessary **prior** to your course.

15. What happens if I suddenly can't make the seminar, for example an emergency at home?

You will be prosecuted for the offence you have committed. If you are ill and can produce a doctor's certificate, another course may be offered if one is available within the specified time period (normally four months from the date of your offence). In these circumstances Humberside Police have the discretion to waive any rescheduling fees.

16. Can I bring a friend or member of my family with me?

No. Only you will be allowed into the seminar. If English is not your first language and you feel you may have difficulty in understanding the seminar it may be possible to take a friend with you. Please contact us on 01482 399065 **prior** to your course.

17. What happens if I want to change the date of the course?

You must attend a course within four months of your offence date. Therefore if we are able to accommodate the change we will try to do so. However, an administration cost may be charged in order to carry out the change. Please see the terms and conditions overleaf.

18. Where does the money go?

Once the costs of providing the enforcement and courses have been met, money from the scheme helps develop other casualty reduction initiatives which otherwise would not happen.

Humberside Police – Booking Terms and Conditions

YOU MUST READ THESE CONDITIONS

BY BOOKING A COURSE, YOU AGREE TO BE BOUND BY THEM.

If you fail to comply with these terms and conditions at any stage the offer of a course will be withdrawn and your file will be returned for further consideration for prosecution.

No refund of the original course fee will be made.

Booking and Payment

You can book your course at a fee of £95

- on-line at <https://saonlinebooking.humberside.police.uk>
 - over the phone on 01482 399065 – Mon – Fri, 9am – 1pm
 - by post to Humberside Police, Central Ticket Office, Diversion Scheme Section, PO Box 183, Beverley, HU17 8GW
1. You may pay by cheque or postal order made payable to **Humberside Police** by completing the enclosed form with your offer and returning it with your payment address above. You will not be able to pay by cheque if you wish to attend a course within the next 14 days.
 2. If you have forwarded a cheque in order for Humberside Police to book your place any cheque returned to Humberside Police due to insufficient funds in your account will result in your course being cancelled until a confirmed payment is received. Subsequent payment will only be accepted by postal orders or by card payment. Any rebooking will be subject to a £25 administration fee.
 3. You can pay on-line with a debit or credit card but please note that there is a 2.25% charge for payment by credit card.
 4. If you are unable to attend your course date due to medical, legal or compassionate grounds, you will be required to provide documentary proof. A new course date will be arranged but the course must take place within four months of the date of the offence. This will also apply if you are a carer/parent and your dependant is taken ill. In these circumstances Humberside Police has the discretion to waive any rescheduling fee.
 5. If Humberside Police has to re-schedule your course for other reasons that are beyond its control, every effort will be made to offer a new course date. However, Humberside Police will not undertake to reimburse any additional expenses that you may incur due to such changes, although your statutory rights are not affected by this.
 6. You must notify Humberside Police if you have any special needs or medical conditions that could affect your attendance so that suitable arrangements can be made. Every effort will be made to accommodate any special requirements provided Humberside Police are notified **prior** to attending the course

Course Attendance

1. You must attend your chosen course in a fit state to enable you to participate fully. Any persons suspected of not being in a fit state will be refused entry to the course. This will be classified as 'non completion'.
2. Having agreed to attend a course it is an offence for another person to attend in your place. If this occurs, it will be classified as 'non completion'.
3. Satisfactory course completion is contingent upon attendance throughout the duration of the course, completion of all course paperwork, providing a positive contribution and demonstrating a willingness to make a commitment to improve attitudes to driving/ riding. If you leave the course before it finishes it is classified as 'non completion' and further action will be taken.
4. Any abusive or disruptive behaviour or behaviour deemed as such by the course trainer(s) will result in removal from the course. If this occurs, it will be classified as 'non completion'.

5. Mobile devices, phones, pagers etc must be switched off during the entire duration of the course.
6. If you fail to attend a course on the date allocated to you, this will classify as 'non completion'.
7. Late arrival could result in refusal of entry and may result in the matter being referred for prosecution proceedings.
8. In the event of rescheduling for any reason your new course dates will be subject to availability and in any case must be within the four months period from the date of your offence. If it is not possible to reschedule your course only the Central Levy of £20 will be refunded.
9. **You are required to take the photocard part of your driving licence. If you hold the old style paper driving licence you must also take some other form of photo identification such as a passport. If you have mislaid, lost or your photocard licence has expired you must contact Humberside Police immediately as you will be refused entry to the course. If you are refused entry because you did not take your photocard or it has expired any rebooking will be subject to a further booking fee.**

Rescheduling of Course

If you request the date of your course to be changed and Humberside Police is able to arrange a new date within four months of the date of offence there will be a £25 administration fee in order to carry out this change. **If you are refused entry for reasons outlined above and we are able to arrange a further course for you any further rebooking may be subject to a full booking fee, less the Central Levy of £20. However, if this has already been refunded any booking would be subject to a full rebooking fee.**

Non-completion

If you fail to attend and complete a course the offer of a course will be withdrawn. Only the Central Levy of £20 will be refunded. Humberside Police will then advise you of the next course of action. This may involve the matter being referred to court.

Please note if you choose to book a course with another course provider you will need to abide by their terms and conditions. Costs of courses will also vary between different providers.