Humberside Police – Booking Terms and Conditions

Driving 4 Change
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If you fail to comply with these terms and conditions at any stage the offer of a course will be withdrawn and your file will be returned for further consideration for prosecution.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 www.hpsaferroadscourses.co.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 the **PCC for Humberside** 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 £40 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 £40. 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 £40 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.