

VERY IMPORTANT: BY BOOKING A COURSE YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

If you cannot abide by these conditions please contact the office immediately.



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DRINK DRIVER EDUCATION
a not-for-profit company limited
by guarantee No 4109250

PLEASE READ THIS CAREFULLY:

dde is an independent 'not-for-profit' training organisation; we run courses for the Driver & Vehicle Standards Agency. In their 'Drink Driver Rehabilitation Scheme Guidance' notes they stipulate the conditions of attendance; the full guidance is available on their website.

Booking: you may book your course as far ahead as you wish but must complete payment **at least 21 days prior to course commencement**. It is advisable NOT to book the last possible course before your deadline. If you have any special needs, access or hearing, or you need help from an interpreter (see Language section below), you must advise us **WHEN YOU BOOK YOUR COURSE**. If you change your course dates **less than 7 days** before the commencement of your course you will need to pay again, in full, in addition to any amount outstanding from the previous one.

Payment: you have two options - (a) full fee up front, or (b) £50 deposit to save your space, leaving the balance (in instalments if required and if there is time) to be paid **at least 21 days prior to course commencement**. If you do not pay the balance in time you may be removed from the course and have to rebook, incurring a whole new fee, in addition to any amount outstanding from the previous one. Any payment can be made with cheque/postal order in the mail [payable to **dde**], by most credit/debit cards over the telephone, or online at **www.drinkdrive.org.uk** using a card or Paypal account. **No refunds will be made under any circumstances** other than our cancellation of a course, if we are unable to provide a suitable alternative (when you will be offered other Course Providers).

Language: the course will be delivered in English; you must be able to understand spoken English and be able to speak English sufficiently well to participate fully; written English will not be required. You may bring with you a person [over 16] who is able to assist you to understand the course, for which we will make no charge, but you must advise us **WHEN YOU BOOK YOUR COURSE**. We do not arrange or pay for interpreters.

Course Completion: you must complete your course by **PAYING THE FULL FEE DUE!** Attending in person, arriving on time, being present for the entire required duration and participating fully [determined at the sole discretion of the Trainer]. You must complete your course within 3 months of starting it, with the sessions in the correct order and **before** your 'Completion Date', otherwise you will not be eligible for the reduction on your ban. You must keep confidential the identity of who is on your course and not reveal, to any other person, any information about them or repeat any details they share with the group.

Non-Completion: you will be unable to complete your course if you fail to –

1. **Arrive:** [at any session] you will need to book another course, if one is available and if you have time. **You will need to pay in full again on re-booking.**
2. **Arrive on time:** [at any session] **you will not be admitted**. You are expected to leave sufficient time for your journey, allowing for general delays, and bring your Final Receipt showing the directions to the venue. You will need to book another course, if one is available and if you have time, and **pay in full again** on re-booking.
3. **Establish your identity:** your identity will be checked on your arrival at all sessions. Your Final Receipt will be part of this process, so bring it with you. You must also sign the register on each occasion as proof of attendance. No responsibility can be taken by us for you not signing.
4. **Attend 'in good heart':** you need to be willing to share some information, take an active, positive, part in the discussions and comply with the organiser's 'reasonable requests'.
5. **Complete the between session assignments:** none of these are too onerous, but are aimed at reinforcing learning and may even save you money.
6. **Be 'alcohol free and not impaired by drugs':** if the Trainer considers you to be impaired [determined at the sole discretion of the Trainer] you will be withdrawn from the course and no refund will be made. You **MAY** be allowed to re-book your course, if one is available and you have time before your 'completion date'. **You will need to pay in full again on re-booking.**
7. **Be courteous:** if you are abusive, disruptive or fail to participate fully you will be withdrawn from the course. You will **NOT** be able to book a new course and no refund will be made.
8. **Refrain from driving:** if you are suspected of driving whilst disqualified you will be reported to the Police and withdrawn from the course. You will **NOT** be able to book a new course and no refund will be made.
9. **Pay** (If you instigate a 'chargeback' on a card or PayPal transaction there will be an admin fee of £400).

If you do not complete your course a **Notice of Non-Completion** will be issued and you will not drive early.

Course cancellation: We reserve the right to cancel, move or amalgamate courses as the need arises - notice will be given. You may be offered an alternative course at no additional cost but it may mean you have to travel a little further. If no other course is available you will be refunded for the cancelled course.

If you want to view our policies on Data Protection, Health & Safety, Equality, Complaints and many others please go to www.drinkdrive.org.uk/information-sheets.html there is a link at the bottom of the page.