



TERMS and CONDITIONS: Kent Driver Diversion Schemes

Driver Diversion Schemes

Kent County Council (KCC) delivers a range of Driver Diversion Schemes (DDS) in partnership with Kent Police. A DDS is one that can be offered by the Police as an alternative to prosecution for driving offences they deem as suitable. KCC is not involved in deciding eligibility for these schemes.

If you have been sent these Terms and Conditions it is because the scheme you have been referred to is considered a DDS.

General Information

When you agree to attend a Driver Diversion Scheme, the place allocated is for you and no one else. It is an offence for another person to attend the course in your place. If this occurs the Police will immediately be informed and your file will be automatically returned to the Police which may result in prosecution. At any time prior to course completion you can be prosecuted for the original driving offence. Paid course fees are non-refundable.

Although every effort will be made to offer a date and location that is convenient to you, there is no guarantee that we can provide a course place that suits your date or location needs.

Clients choosing a course outside Kent will be subject to that service provider's own criteria and KCC cannot be held responsible for another provider's arrangements. If accepted, that service provider's terms and conditions will apply. The date by which time you must complete a course is set by the relevant Police Authority.

Course Bookings

For a Kent course booking, course confirmation will be sent to you by letter or email ahead of your course date. **You should check the scheme, date, time and venue of the course carefully.** If after booking and paying for a course you wish to change it, it **MAY** be possible subject to course availability and the time available - contact the KCC Diversionary Schemes team to discuss. If changing a course you will be required to pay a lost course place charge of £33 to facilitate this change if within 7 calendar days of the course date. The lost course place charge of £33 may be waived under certain specific circumstances. Please note this list is not exhaustive and in all cases, **appropriate written proof will be required within 5 working days or earlier:**

- Receipt of a doctor's certificate for medical reason (self-certificate will not be accepted)
- Notification of hospital appointment
- Jury service
- Court appearance
- Bereavement (copy of death certificate)

Special Requirements

Your participation is important to us and we will make every effort to facilitate any additional needs such as accessibility, interpreter, religious and breast feeding requirements, providing they are made known to us in advance of your course date, ideally at the time of booking your course. If there is no indication of such need, KCC will not be held responsible for failing to provide appropriate facilities.

Unpaid Cheques

Should a cheque be returned unpaid for any reason an administration charge of £10 will be made. Should this occur following successful attendance of the course, this will be deemed as non-completion of the course. Your file will then be returned to the Police and at their discretion, they will deal with the matter accordingly.

Course Attendance

Once you accept the offer of the course, it is your responsibility to arrive in plenty of time and to allow for any potential delays. It is important that you arrive in good time for the course. The course start time is shown on your course confirmation and this is the time by which you **must** arrive to be registered for the course. If you arrive after the start time it is likely you will be refused entry; it is advisable that you use both the **road name** and **postcode** of the venue when planning your journey, as delays due to the use of Satellite Navigation systems will incur a re-booking fee of £33 if you wish to attend another course. If there are exceptional circumstances, which cause you to be late, please make every effort to telephone KCC Diversionary Schemes team (if you are using a mobile phone, please ensure you are in a safe place before you make this call). Based upon the circumstances, a decision may be made to allow you to attend another course, as long as you are within the time limit set by the Police. Evidence will be required to support your inability to attend the course and you are likely to be charged a re-booking fee.

Driving Licence and Photographic Identification

You **MUST** produce your driving licence when attending the course and it is a requirement for you to produce photographic identification that is in date when attending the course as stated in the offer letter by the Police and on the NDORS (National Driver Offending Re-training Scheme) website FAQs. If you do not have a valid photo-card driving licence, the old style licence may be produced with another form of photographic identification. Below are examples of what may be used / accepted:

Valid photographic driving licence	Valid photographic EU or Swiss national identity card
Valid passport	Valid armed forces identity card
Valid police warrant card/ badge	Valid employees identity pass
Citizen card	Valid Government-issued identity card
SMART card	Electoral identity card
Photographic disabled badge	NUS card photographic (National Union of Students)
Photographic university/ college ID card	Company ID card of nationally recognised company (photographic)
Council issued bus pass (senior citizens only)	Young Scot card

If you have any questions concerning your photo identification which is a requirement to attend the course, you should contact KCC Diversionary Schemes team well in advance of your course date.

Failure to Attend or Complete the Course

In order to successfully complete your course you **MUST** show a positive and willing attitude to the course and take part and contribute to the whole course. If the instructors are not satisfied that you are displaying an appropriate attitude, or for any reason you fail to attend or complete the course on your allocated date, you will only be entitled to a refund of £48 which is the 'police cost recovery element' of the course fee. In exceptional circumstances a decision may be made to allow you to attend another course, as long as you are within the time limit set by the Police. This may be subject to you paying the lost course place charge of £33, please see requirements above under 'Course Bookings'. If you fail to successfully attend and complete a course this will result in your file being returned to the Police and they will decide what action to take.

Course cancellations

Under certain circumstances it may be necessary for KCC to urgently cancel your course due to unforeseen circumstances. Some examples are given below (please note: this list is not exhaustive):

- Bad weather which may deem the road conditions too dangerous to reach the venue.
- Traffic conditions preventing the majority of clients reaching the venue.
- Damage by flood, fire or vandalism to venue.

In such circumstances every effort will be made to offer you another course at your convenience and within the time limit set by the Police. If another date cannot be arranged a full refund will be given to you and you will be referred back to the Police; the Police will be told by us of the reasons for your file being returned.

Contacting KCC

Should you have any concerns that your booked course will be running or not, e.g. in bad weather, please contact the KCC Highways Helpline on 03000 41 82 82 for the current advice.

Lost Property

Please do not leave any belongings at the venue; any lost property will be dealt with under the Kent County Council Code of Practice for Lost Property and the arrangements in place for the individual course locations. We cannot guarantee the safety of any property brought to a course.

Complaints Procedure

Kent County Council has a complaints procedure in place. If there is the need for a client to lodge a complaint against Kent County Council or an instructor acting on the Council's behalf, the complaints procedure will be followed.