<u>TTC 2000 National Speed Awareness Course</u>
<u>TERMS & CONDITIONS</u>

1. You will receive confirmation of your course within 7 working days of your booking. **If you have provided an e-mail address the booking confirmation will be sent to that address.** If you have not received confirmation within 7 days you must ring TTC 2000 to confirm your course allocation. It is your responsibility to check documentation and contact TTC 2000 if details are missing or incorrect.
2. If you use the postal booking form you will be allocated a course. Please check this booking to ensure it is suitable. If it is unsuitable you must ring TTC 2000 within 10 working days to advise of this and to book an appropriate course. If you do not contact us we will assume your acceptance of the course offered.
3. 50% of the course fee is required as a deposit when booking courses via post and telephone. Places are on a first come first served basis. This is not refundable.
4. Any outstanding balance must be paid 2 weeks prior to attending your course.
5. Once a course is accepted, a rebooking charge will be incurred for any changes made by you regarding the course date or time (providing there is sufficient time within the deadline given to you by the police). Please see reverse for rebooking charges.
6. Failure to produce photographic identification may result in non-completion of the course. Every effort will be made to offer an alternative date, provided there is sufficient availability and time within the police deadline. A further full course fee will be required. If you do not possess photographic identification you must ring TTC 2000 prior to the course date.
7. It may be possible <u>in extreme cases</u> to offer an alternative date (providing there is sufficient time within the deadline given by the police). Under such circumstances you must contact our office on 0845 270 4363 (option 2). Places are limited and reserved on a first come first served basis. A rebooking charge <u>may</u> be applicable, please see reverse for charges.
8. In the event of you being unable to attend or complete a course due to illness, a medical certificate (Doctors are entitled to charge a professional fee for this) will be required within 7 days in order that your course can be considered for rebooking or a refund. Rebooking and refunds are subject to an administrative charge of £25.
9. In the event of you being unable to complete or attend a course for any other reason than stated in points 7 & 8, the fee is non-refundable. Every effort will be made to offer an alternative course date, provided there is sufficient availability and time within the police deadline. A further full course fee will be required.
10. Every effort will be made to accommodate any special requirements providing TTC 2000 has been notified. If no such indication has been made, TTC 2000 will not be held responsible for failing to provide these requirements.
11. The course is provided in the English language. It is your responsibility to provide an appropriate interpreter if your command of English is such that you would have difficulty in understanding the course. In Wales courses are available in either Welsh or English. Please contact TTC 2000 on 0845 2704363 if you have any questions relating to this.
12. You must arrive 15 minutes before your course commences. Late arrivals will be refused entry and their case may be referred back to the police. If entry is refused, you must contact our office immediately on 0845 270 4363 (option 2) to inform us of this. A full course fee may be required to rebook. No refund will be given.
13. Satisfactory course completion is dependant upon attendance throughout the 4 hour duration of the course and making a full and positive contribution. If you leave the course before it finishes, it will classify as a non-completion. No refund will be given. A full course fee will be charged to rebook.
14. Any use of abusive or foul language towards TTC 2000 staff and its contractors at any time, will result in your file being returned to the police and no further courses will be offered. In addition, anyone using or threatening to use violence will be prosecuted. No refund will be given.
15. You must attend in a fit state to participate fully. Any evidence of alcohol in the breath or use of illicit drugs will result in removal from the course immediately. No refund of course fee will be made and no further courses will be offered. Your file will be returned to the police.
16. Mobile phones/pagers must be switched off for the duration of the course.
17. No children will be admitted to the course. Please ensure that childcare is arranged for the entire duration of the course.
18. In the event of TTC 2000 being unable to deliver your Speed Awareness Course due to unforeseen circumstances beyond our control, we will reschedule your Speed Awareness Course as soon as possible free of charge.
19. If you have any queries which are not covered in our documentation please call TTC 2000 on 0845 270 4363 (option 2). Calls to TTC 2000 0845 number will be charged at a local rate when calling from a BT landline (Mobile and other network charges may vary in price).
20. Proof of course completion can be obtained upon request. Please call TTC 2000 on 0845 270 4363 (option 2).

You must take photographic identification to your course (Passport, Driving Licence (Photo card ID), Bus Pass or works pass).

Failure to produce photographic identification on the day may result in non-admittance to the course. If you do not possess photograph ID please ring TTC 2000.

If you fail to provide photographic identification every effort will be made to offer you an alternative course date however,

If you fail to arrive on time for your course you will not be admitted and will not be able to complete the course.

Every effort will be made to offer you an alternative course date however,

A FURTHER FULL COURSE FEE WILL BE REQUIRED

Rebooking Charges:

If you wish to alter your course date and time within:-

- 10 working days of your original booking = Free Of Charge
- From 11 working days after your booking but 8 working days before your course date = £25.00
- 7 working days before your course date = Half course fee
- On the day of your course = Full course fee

If you fail to attend your course and wish to rebook
A FURTHER FULL COURSE FEE WILL BE REQUIRED

21. Byddwch yn derbyn cadarnhad ysgrifenedig bod lle wedi'i gadw i chi ar gwrs o fewn 7 diwrnod gwaith ar ôl gwneud cais. **Os ydych wedi darparu cyfeiriad e-bost anfonir y cadarnhad i'r cyfeiriad hwn.** Os na fyddwch wedi derbyn cadarnhad o fewn 7 diwrnod rhaid i chi ffonio TTC 2000 i gadarnhau bod lle i chi ar gwrs. Chi sydd yn gyfrifol am wirio dogfenni a chysylltu â'r TTC2000 os yw manylion ar goll neu yn anghywir.
22. Os defnyddiwch y ffurflen bost cynigir lle ar gwrs ar eich cyfer. Edrychwch yn fanwl ar fanylion y cwrs, os gwelwch yn dda, i sicrhau ei fod yn addas i chi. Os nad yw'n addas bydd rhaid i chi ffonio TTC2000 o fewn cyfnod o 10 niwrnod gwaith er mwyn rhoi gwybod i ni, a threfnu cwrs addas. Os na chysylltwch â ni byddwn yn cymryd eich bod wedi derbyn y cwrs a gynigwyd.
23. Mae gofyn talu 50% o ffi'r cwrs fel blaendal pan fyddwch yn trefnu lle ar gwrs drwy'r post neu dros y ffôn. Cedwir lle ar sail y cyntaf i'r felin. Ni ellir ad-dalu'r blaendal.
24. Rhaid talu gweddill yr arian dyledus bythefnos cyn i chi ddod ar y cwrs.
5. Unwaith y derbynnir cwrs, bydd ffi aildrefnu os gwnewch unrhyw newid ynghylch dyddiad neu amser y cwrs (ar yr amod bod digon o amser o fewn y terfyn amser a roddir i chi gan yr heddlu). Gweler y cefn i gael y taliadau aildrefnu os gwelwch yn dda.
6. Gallai methu cyflwyno hunaniaeth ffotograffig olygu na fyddwch yn cwblhau'r cwrs. Gwneir pob ymdrech i gynnig dyddiad arall, ar yr amod bod lle ar gael a'i fod o fewn terfyn amser yr heddlu. Bydd gofyn talu ffi lawn y cwrs eto. Os nad oes gennych hunaniaeth ffotograffig bydd rhaid i chi alw TTC2000 cyn dyddiad y cwrs.
7. **Mewn achosion eithafol** mae'n bosibl y gellir cynnig dyddiad arall (ar yr amod bod amser o fewn terfyn amser yr heddlu). Dan yr amgylchiadau hyn rhaid i chi gysylltu â'n swyddfa ar **0845 270 4363 (opsiwn 2)**. Mae lleoedd yn gyfyngedig ac fe'u cedwir ar sail y cyntaf i'r felin. Mae'n bosibl y bydd taliad aildrefnu'n berthnasol. Gweler y cefn i gael y taliadau aildrefnu os gwelwch yn dda.
8. Os na fyddwch yn medru bod yn bresennol neu gwblhau cwrs oherwydd salwch, bydd gofyn cael papur doctor (mae gan feddygon yr hawl i godi tâl am hyn) o fewn 7 diwrnod er mwyn cael ystyried aildrefnu eich cwrs neu ad-dalu ffi eich cwrs. Bydd aildrefnu eich cwrs ac ad-dalu ffi eich cwrs yn amodol ar ffi weinyddol o £25.
9. Os na fyddwch yn medru bod yn bresennol neu gwblhau cwrs am unrhyw reswm arall ar wahân i'r hyn a nodir ym mhwynt 6 & 7, ni ad-delir y ffi. Gwneir pob ymdrech i gynnig dyddiad arall ar gyfer cwrs, ar yr amod bod lle ar gael a'i fod o fewn terfyn amser yr heddlu. Bydd gofyn talu ffi lawn y cwrs eto.
10. Gwneir pob ymdrech i ddarparu ar gyfer gofynion arbennig ar yr amod eich bod wedi rhoi gwybod i TTC 2000. Os na fyddwch wedi rhoi gwybod i TTC 2000, ni fyddwn yn gyfrifol am fethu darparu ar gyfer y gofynion hyn.
11. Cyflwynir y cwrs trwy gyfrwng y Saesneg. Chi sydd yn gyfrifol am ddarparu cyfieithydd priodol os yw'ch meistrolaeth ar Saesneg o'r fath fel y byddai'n anodd i chi ddeall y cwrs. Cysyllter â TTC2000 ar 0845 2704363 os oes gennych unrhyw gwestiwn ynglŷn â hyn.
12. Rhaid i chi gyrraedd 15 munud cyn i'ch cwrs ddechrau. Ni chaniateir i bobl sydd yn cyrraedd yn hwyr ddod i mewn ac mae'n bosibl y cyfeirir eu hachosion yn ôl i'r heddlu. Os gwrthodir gadael i chi ddod i mewn, rhaid i chi gysylltu â'n swyddfa ar **0845 270 4363 (opsiwn 2)** i roi gwybod i ni. Mae'n bosib y bydd rhaid talu ffi lawn y cwrs eto. Nid ad-delir ffi'r cwrs.
13. Mae cwblhau'r cwrs yn amodol ar eich bod yn besennol drwy gydol y cwrs ac yn gwneud cyfraniad llawn a chadarnhaol. Os gadewch y cwrs cyn iddo orffen, ni fyddwch wedi cwblhau'r cwrs. Nid ad-delir ffi'r cwrs. Bydd gofyn am ffi lawn i aildrefnu cwrs
14. Os defnyddir iaith sarhaus neu anweddus unrhyw bryd wrth siarad â staff TTC 2000 a'i gontractwyr, dychwelir eich ffeil i'r heddlu ac ni chynigir cwrs arall. At hyn, erlynir unrhyw un a fydd yn defnyddio neu'n bygwth defnyddio trais. Nid ad-delir ffi'r cwrs.

15. Dylech fod mewn cyflwr priodol i gyfrannu. Os bydd ôl alcohol ar eich anadl neu awgrym eich bod wedi defnyddio cyffuriau anghyfreithlon, fe’ch gwaherddir o’r cwrs ar unwaith. Nid ad-delir ffi’r cwrs ac ni chynigir cwrs arall.

16. Rhaid diffodd ffonau symudol/galwyr drwy gydol y cwrs.

17. Ni cheir dod â phlant i’r cwrs. Trefnwch ofal plant ar gyfer y cwrs cyfan os gwelwch yn dda.

18. Os na fydd TTC2000 yn medru cyflwyno’ch cwrs CYC oherwydd rhesymau nas rhagwelwyd ac sydd y tu hwnt i’n rheolaeth, byddwn yn aildrefnu’ch cwrs CYC cyn gynted â phosibl ac ni fydd ffi ychwanegol.

19. Os bydd gennych gwestiwn nad yw’ch dogfennau yn eu hateb, ffoniwch TTC2000 os gwelwch yn dda ar **0845 270 4363 (opsiwn 2**). Codir tâl lleol ar alwadau i rif 0845 TTC2000 tra y byddwch yn galw o dirwifren BT (Gall taliadau ar ffonau symudol a rhwydweithiau eraill amrywio)

20. Gellir cael prawf eich bod wedi cwblhau eich cwrs ar gais. Ffoniwch TTC2000, os gwelwch yn dda, ar 0845 270 4363 (opsiwn 2)

Tachwedd 2011

Rhaid i chi fynd â hunaniaeth ffotograffig i'ch cwrs (Pasbort, Trwydded Yrru (ID cerdyn â llun), Pàs Bws neu bàs gwaith).

Os na fydd gennych hunaniaeth ffotograffig ar ddiwrnod y cwrs, mae'n bosibl na chewch ddod i mewn. Os nad oes gennych hunaniaeth ffotograffig ffoniwch TTC 2000 os gwelwch yn dda.

Os na fydd gennych hunaniaeth ffotograffig gwneir popeth posibl i gynnig dyddiad ar gyfer cwrs arall i chi ond,

Os na chyrhaeddwch mewn pryd ar gyfer eich cwrs ni chewch ddod i mewn ac ni fyddwch yn medru cwblhau'r cwrs.

Gwneir popeth posibl i gynnig dyddiad ar gyfer cwrs arall i chi ond

BYDD GOFYN TALU FFI LAWN ETO AR GYFER Y CWRS ARALL

Taliadau aildrefnu:

Os ydych eisiau newid dyddiad neu amser eich cwrs o fewn:-

- 10 niwrnod gwaith i'r trefniant gwreiddiol = Di-dâl
- o 11 diwrnod ar ôl trefnu ond 8 diwrnod gwaith cyn dyddiad eich cwrs = £25.00
- 7 diwrnod cyn dyddiad eich cwrs = Hanner ffi'r cwrs
- Ar ddiwrnod y cwrs = Ffi lawn y cwrs

Os na ddowch i'r cwrs ac os byddwch eisiau aildrefnu

BYDD GOFYN TALU FFI LAWN AR GYFER CWRS ARALL