

## **Rider Refinement One-Day Course 2025 – Terms and Conditions**

Please read these terms and conditions carefully before booking the Rider Refinement One-Day Course.

### **1. Introduction**

These terms and conditions apply to: Rider Refinement One-Day Course in 2025. You should understand that by booking the Rider Refinement One-Day Course in 2025, you agree to be bound by these terms and conditions.

### **2. Event requirements**

2.1 By booking a Rider Refinement One-Day Course with IAM RoadSmart, you confirm the following:

2.1.1 I am a holder of a full UK Driving Licence (or equivalent), not a provisional licence for the motorcycle I will use on the day.

2.1.2 I acknowledge that my motorcycle must be fully road legal with MOT (if applicable) in the UK

2.1.3 I acknowledge that I must have adequate insurance to cover the use of my motorcycle during the Rider Refinement One-Day course.

2.1.4 On the day, if my motorcycle is found to be unroadworthy, uninsured or my licence is expired, then I will be refused participation and no refund will be provided

2.1.5 I will submit details about my emergency contact including details about my emergency contact's phone number and, I will state the relationship of my emergency contact

2.1.6 I will submit the date I passed the motorcycle driving test, and share any motorcycle experience I have including details of any further motorcycle training (if any) I have completed

2.1.7 I acknowledge that the motorcycle I use on the day may be subject to safety checks at any time during the event.

2.1.8 I am in good health, my eyesight is at a standard that is required for riding on UK public roads (with glasses or contact lens), and I will be able to understand and abide any instructions given to me throughout the course by instructors and Police motorcyclists.

2.1.9 I am not suffering from a medical condition, or a disability that is likely to adversely affect my ability to participate in the Rider Refinement One-Day course.



2.1.10 I agree not to take any drugs (prescribed or otherwise) that may impair my ability to take part in the Rider Refinement One-Day Course

2.1.11 I agree not to arrive under the influence of alcohol. At any time during the event, I acknowledge the organisers reserve the right to ask me to take a breathalyzer test.

2.1.12 I acknowledge that the organisers reserve the right to ask me to leave and end my participation of the Rider Refinement One-Day event at any time if they consider my actions to be dangerous or detrimental to others

2.1.13 I acknowledge that organisers reserve the right to remove me from the event if I am not the named ticket holder (as per licence name) or eligible for the ticket type that I have purchased

2.1.14 I agree to bring a set of headphones that connects to a standard 3.5mm headphone jack.

 2.1.15 A legal helmet with suitable eye protection and motorcycle clothing, gloves and footwear that offer impact protection will be worn when riding 

2.1.16 On the day, I agree to bring my vehicle driving licence to the event

### **3. Event Catering**

3.1 The Rider Refinement One-Day course includes a light lunch and refreshments. We endeavour to meet dietary requirements provided at the time of booking where possible, but we cannot guarantee we will be able to meet all dietary requirements requested or those requested on the day of the course.

### **4 Event booking**

4.1 The Rider Refinement One-Day Course must be booked online. Due to popular demand, spaces are offered on a 'first-come, first-served' basis.

4.2 At the time of booking, you must agree to the terms and conditions.

4.3 The price of the Rider Refinement One-Day event will be as quoted in our collateral and on our website.

4.4 When booking your Rider Refinement One-Day course, it must be paid in full. Payments are only accepted online with a debit or credit card.

4.6 Block bookings are prohibited.

4.7 At the time of booking, you will be asked for your personal information: full name, postal code, email address, telephone number, and emergency contact details. Your data will be collected and stored by our privacy policy. You must not provide another person's details on your booking or book on behalf of another person unless they require assistance and permission to permit you.

4.8 If the payment is successful, within 24 hours of making the payment you will receive the ticket and an order confirmation by email.

4.9 You will receive a reminder email with instructions for the day of booking via email 3 calendar days before the event date. If you have not received the reminder email 2 calendar days before the event date, please contact us. Before contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been delivered to these inboxes by your email client.

4.10 Police Scotland, Scottish Fire and Rescue Service (SFRS), local authorities across the Scotland and IAM RoadSmart cannot be held liable for any damage, injury or death that occurs at the event.

4.11 IAM RoadSmart reserve the right to cut short or terminate your Rider Refinement One-Day course and refuse to refund any payments made for the event if:

4.11.1 you fail to meet any of the conditions listed in para 2, Event Requirements

4.11.2 we strongly suspect that you are under the influence of drugs, a prescription medication that affects your riding ability, alcohol, and/or

4.11.3 your standard of riding is unsafe or illegal.

4.11.4 your actions are detrimental to other road users.

4.11.5 you use a dashcam or machine-mounted camera to film or record audio from any of the sessions without written prior agreement with Police Scotland and IAM Roadsmart. Where this is agreed, footage must not be posted without written authority from IAM RoadSmart. Helmet-mounted cameras are not permitted.

4.11.6 You are not the named ticket holder or eligible for the ticket type purchased.

4.11.7 You fail to attend the safety briefing at the start of the session.

## **5 Reservations and waiting lists**

5.1 We cannot reserve any spaces to be confirmed and paid for at a later time/date – if you wish to attend, you must book and pay in full for the chosen event at the time of booking.

5.2 If a course is oversubscribed, a wait list will be maintained which can be used if customers cancel in advance of the course.

5.3 If the event you wish to book is sold out, we offer the option to join the waiting list to be informed via email when a space becomes available. The spaces will become available on a 'first-come first-served' basis.

## **6 Promotions, access codes and promotional codes**

6.1 A full and correct access code can be used at the time of purchase to be redeemed. If the access code is not used at the time of purchase, IAM RoadSmart cannot refund the ticket or discount amount later.

6.2 Only one access code can be used per purchase.

6.3 We reserve the right to remove any promotional code or access from a product if it is deemed it is not applicable, e.g. a young person's discount for 17–30-year-olds used by someone who is 55 years old.

6.4 We reserve the right to end a promotion at any time.

## **7 Publicity**

7.1 You are deemed not to object to the taking of photographs and videos when you attend a Rider Refinement One-Day Course. This may mean that you are featured in photographs and videos taken at the event in publicity and related marketing materials. If you do not wish to be included in any photograph and/or video, please notify the event organiser at the relevant event before the photographs and/or videos being taken.

7.2 The use of drones by ticket holders is prohibited for photography or any other publicity

## **8 Confidentiality**

8.1 Police Scotland, IAM RoadSmart and all related partners involved in the Rider Refinement One-Day course are committed to protecting the privacy and confidentiality of all participants.

8.2 Any personal information provided to us, including health-related information and emergency contact details, will be kept confidential and used solely for course administration and emergencies.

8.3 The intellectual property and course content is owned by Police Scotland.

8.4 We will not share your personal information with third parties without your explicit consent, except as required by law.

## **9 Health & safety**

9.1 All participants on the day, will receive a safety briefing and motorcycles to be used will be checked for safety and to ensure that they are legal for use.

9.2 All participants will receive a verbal safety reminder on the day which will cover safety advice regarding speed, positioning, observations, directions and to ride their machines within their own capability.

9.3 The safety of participants, police personnel, IAM observers, the general public and other partners alike, is paramount. High visibility clothing will be worn by police officers and IAM Observers who are involved in the Rider Refinement One-Day course.

## **10 Changes, cancellations, refunds and complaints**

10.1 IAM Roadsmart are responsible for any refunds in line with the standard terms and conditions.

10.2 If you wish to attend a different event to the one you originally booked (e.g. on a different date, or for a different vehicle), you will need to ask for a refund (at least 28 calendar days before the event date) and book a ticket onto a new event if space is available.

10.3 You are entitled to a full refund of your booking payment if you cancel your booking at least 28 calendar days before the event date. IAM RoadSmart will not usually issue a refund for cancellations made less than 28 calendar days before the event. However, if you cannot attend the Rider Refinement One-Day course due to illness, accident, or mental health challenges, requests for a refund must be supported by appropriate documentation, such as a medical certificate and sent to IAM RoadSmart at least 3 working days before the event. We will usually refund your booking payment using the same method originally used by you to pay for the booking. Refund requests must be made via email to [support@iam.org.uk](mailto:support@iam.org.uk).

10.4 In case of cancellation of the event or the venue due to circumstances outside our control, IAM RoadSmart shall have no liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment in full.

10.5 Police Scotland reserve the right to use alternative venues of equal quality and convenience to riders in Scotland should this be necessary.

10.6 IAM RoadSmart and/or Police Scotland reserves the right to cancel an event should ticket sales be so low that the event would be financially or logistically unviable. IAM RoadSmart will endeavour to give ticket buyers at least 28 days' notice of such cancellation. In case of cancellation of the event, IAM RoadSmart shall have no liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment in full.

10.7 In case of cancellation of the event by IAM RoadSmart or the venue we will endeavour to contact you using the email address that you have provided, and we will keep evidence of the cancellation notice sent to you. We shall not be liable to you when the email does not arrive and therefore cannot guarantee that you will be informed of such cancellation before the date of the event. It is your responsibility to provide a valid email address at the time of booking and to provide us with an alternative email address if your email address changes at any point before the date of the event. Please ensure you check all folders (including junk boxes)

10.8 It is acknowledged that due to the nature of Policing that courses may require to be cancelled due to major events or major incidents. In the event of these cancellations Police Scotland will give as much notice as possible to the designated IAM Roadsmart partner or their deputy. In this event a full refund will be made to customers. If possible, we will seek to organise a revised date but only if agreed by all parties.

10.9 Your purchase is not refundable if your motorcycle is deemed unsafe to go on the road.

10.10 Transferring tickets to another person is not allowed.

10.11 Transferring tickets to a future Rider Refinement One-Day course is not allowed.

10.12 IAM RoadSmart and Police Scotland may (at its sole discretion) change the format, speakers, participants, content, venue location and programme or any other aspect of the Event at any time and for any reason, due to a Force Majeure Event, in each case without liability. For clarity "Force Majeure Event" means any event arising that is beyond the reasonable control of IAM RoadSmart and Police Scotland including (without limitation) speaker or participant cancellation or withdrawal, supplier or contractor

failure, venue damage or cancellation, health scares, industrial dispute, governmental regulations or action, military action, fire, flood, disaster, civil riot, acts of terrorism or war.

## **11 Contact details**

Questions, comments and feedback about the Rider Refinement One-Day course or these terms and conditions must be sent by email to: [support@iam.org.uk](mailto:support@iam.org.uk).