

BikeSafe

Terms & Conditions



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1. About these Terms and Conditions

1.1 In these terms and conditions, 'we,' 'us' and 'our' refer to UKROEd. 'You' and 'your' refer to the customer or user of our services.

1.2 Our terms and conditions advise you about BikeSafe, your BikeSafe workshop booking, your responsibilities, our responsibilities, and the terms upon which you may book and attend your BikeSafe workshop; and the terms upon which you may make use of our website (bikesafe.co.uk), hereafter referred to as the site – whether as a website guest (with or without an existing BikeSafe booking) or a user with site secure access permissions.

1.3 Those who book our workshops and/or use our site shall within these terms and conditions, and hereafter be referred to as you and/or your.

1.4 Within our terms and conditions, the word site shall extend to our booking, payment, email and video platforms, our CRM, content on our social media, eLearning resources and emails.

1.5 You should read our terms and conditions carefully before you start to use our site or make a workshop booking. By using the site, you indicate that you accept our terms and conditions and agree to abide by them.

1.6 You should not book our workshops on behalf of another person.

2. National Coordination

2.1 BikeSafe is governed by UKROEd in collaboration with the NPCC Motorcycle Portfolio holder. The portfolio holder and relevant police force or other entity responsible for providing this function may change from time to time. (bikesafe.co.uk/national/)

2.2 BikeSafe.co.uk is a domain name owned by BikeSafe and operated, along with all associated administration by UKROEd.

2.3 BikeSafe workshops are delivered and locally coordinated by 'Participating Police Forces.'

2.4 BikeSafe, the NPCC, UKROEd and Participating Police Forces, shall collectively, within these terms and conditions, and hereafter be referred to as we, us and/or our.

3. About BikeSafe

3.1 BikeSafe is a police-led casualty reduction initiative offering eLearning, theory sessions, and on-road observed rides for motorcyclists who are legally allowed to ride on the road. Theory session and eLearning curriculums are based upon emergency service motorcyclist attitudes and techniques, supported by information already in the public domain which can be found in: Motorcycle Roadcraft, Human Aspects of Police Driving and, The Highway Code.

3.2 in England, Wales, Scotland, and Ireland, our workshops are police-led and wherever possible, fully delivered by police motorcyclists. However, elements of our workshops (observed rides and/or theory classes) may also be delivered by other emergency service motorcyclists or agents, officially appointed, and deemed as suitably qualified, vetted, insured, and assessed per our



national criteria. Such personnel are referred to as BikeSafe Accredited Observers and will in most cases be officially appointed as Police Service Volunteers (PSV's).

3.3 We retain the right to decide upon the local need for BikeSafe delivery, and no guarantee is given or implied around delivery or continuance of delivery in any given area.

3.4 Our workshop delivery is dependent upon the exigencies of emergency duties at any given time. Should we be unable to provide your workshop for any reason, we reserve the right to offer you an alternative workshop (where available) or refund where appropriate.

3.5 We retain the right to set a minimum level of attendance and may cancel any workshop where minimum numbers are not reached.

3.6 Our infrastructure and delivery model may vary depending upon local requirements, arrangements, and resources. We reserve the right to make alterations as necessary and without notice. Prior to booking a workshop in any area, you should research the site to ensure that the delivery model and infrastructure meets with your requirements.

3.7 Our workshops are designed to engage motorcyclists to evidence the benefits of accredited/advanced post-test motorcycle training, identify the need for such training for individual riders and provide a referral route to local providers of accredited/advanced post-test training.

3.8 Our workshops, including your self-guided eLearning, will normally last a minimum of five hours (including breaks).

3.9 Our workshops include the following elements:

1. **eLearning** (2 hours) – online and self-guided, including nine video-based modules covering: attitude, the system of motorcycle control, observation, cornering, overtaking, filtering, junctions, group riding and hazard awareness.
2. **Theory input** (2 hours) – classroom or online, to include the National BikeSafe curriculum, along with input on local regional causation factors. Your theory input will last a minimum of two hours.
3. **Observed ride** (2 hours) – maximum ratio of two riders per observer, with a minimum of a one-hour observation per rider, thus the observed ride element will normally last at least two hours. Observed ride to include ongoing roadside briefing and debriefing.
4. **Feedback** (20 mins) – assessment of your riding, delivered verbally, recorded as an audio file, and/or in written form via a 'rider development form'.
5. **Signposting** – based on our observations and assessment of your riding, we will make recommendations regarding your ongoing skills, safety and rider development.

4. Our Responsibilities

4.1 The site has been compiled in good faith from sources we believe to be reliable, current, and trustworthy. That said, material on the site may be out of date at any given time and we are under no obligation to update such material, although our aim is to update the site regularly.

4.2 We accept no responsibility or liability for any actions, negligence, consequences of any error or omission, any injury, loss, or damage suffered by you or other users of any of the information published in any part of our site or resulting from your participation in any aspect of BikeSafe or



our workshops.

4.3 In relation to our site, you may store or print copies or extracts from its pages for your personal and non-commercial use only, always referencing the source of such information. You are not permitted to copy, download, store (in any medium), transmit, show, or play in public, adapt, or change in any way the content of our site pages, content, videos and/or eLearning for any other purpose whatsoever without our prior written permission in a durable medium (e-mail or written).

4.4 Our site information and/or content alone does not form any basis of a contract with you or users of our site.

4.5 Links from our site are for information only. We cannot be held responsible for the accuracy, completeness, or content of pages on websites to which links have been made from our site and over whose moderation or onward links we have no control. In the absence of confirmation to the contrary, we do not endorse any views expressed, products and/or services offered on other websites.

4.6 We reserve the right to suspend the operation of our site for maintenance or upgrade work from time to time and as necessary. We cannot guarantee that your access to and use of the site will be uninterrupted or error free. We reserve the right to indefinitely terminate site access and your access to our site should circumstances dictate.

5. Liability and Equipment

5.1 We do not hire out or supply motorcycles for participation in our workshops. You will need legitimate access to a road legal, roadworthy motorcycle to participate in our workshops.

5.2 We do not hire or arrange a supply of motorcycle safety equipment or personal protective equipment (PPE) for participation in our workshops.

5.3 One of our core principles is to protect life and we reserve the right to refuse provision of your observed ride if there is concern for your safety, our safety, or the safety of others, based upon your levels of safety, protective equipment and/or attitude. As a minimum guide whilst riding, you must wear a helmet that meets the minimum UK and legal standard. We also recommend that you wear motorcycle trousers, jacket, footwear (that protects the ankle) and gloves – all appropriate to the prevailing weather conditions on the day of your workshop. Ideally, you will wear clothing/equipment that is specifically designed for motorcycle use - usually armoured leather, textile, or an appropriate alternative.

5.4 Public liability indemnity whilst you are engaged with our workshops is the responsibility of the Participating Police Force hosting or delivering your workshop. We do not provide motor insurance, employer liability or other insurance cover. We recommend you advise your motor insurer of your intention to engage in our workshop, especially the observed ride element.

6. Your Responsibilities

6.1 If you book one of our workshops, it is your responsibility to attend at the arranged location and time, in a fit condition to participate. If you cannot attend, you should advise us quoting your contact details, workshop date and booking/reference numbers - as provided to you at the time of



booking.

6.2 If you book one of our workshops, it is your responsibility to ensure that you have an appropriate and valid motorcycle licence allowing you to ride on the road.

6.3 If you book one of our workshops, it is your responsibility to ensure that you attend your workshop on a fully legal, mechanically sound, taxed, insured motorcycle, with sufficient fuel to complete your observed ride.

6.4 The observed ride element of your workshop is subject to the provisions of all relevant road traffic legislation, including but not limited to the Road Traffic Act and Highway Code. Safety is paramount.

6.5 You are expected to comply with our safety briefings, reasonable instructions and any guidance given by us.

6.6 You are expected to treat other workshop attendees, and us with respect at all times.

6.7 We operate a no smoking/no vaping policy during classroom elements. This includes the use of all electronic vaping devices. You should only undertake smoking and/or vaping activity in designated areas as defined by us.

6.8 We reserve the right to refuse to provide you with a workshop or any part thereof or to cancel any workshop you have booked, without liability, if you fail to meet the requirements outlined within our terms and conditions, in our booking process or in the interests of safety at any time.

6.9 We will provide you with an assessment of your riding. We will share this assessment with you in one or more of the following ways: (1) verbally, (2) recorded as an audio file, and/or in written form via your 'rider development form'. It is your responsibility to take your rider development form or record of your own verbal critique/feedback to an accredited post-test (advanced) training provider after your workshop. Our approved accredited post-test (advanced) training providers are:

- The Institute of Advanced Motorists (IAM RoadSmart),
- Royal Society for the Prevention of Accidents (RoSPA),
- British Motorcyclists Federation (BMF) - Blue Riband, and
- The DVSA Enhanced Rider Scheme.

7. Documents

7.1 It is your responsibility to ensure that you are in possession of and/or can give electronic access to any required documentation such as insurance, driving licence, vehicle test certificate or excise licence - required for your legitimately accessed motorcycle to be used legally on the road and that you are fit and legal to ride your motorcycle on the road at the time of your workshop.

7.2 Your documents will be checked prior to your observed ride. You will be asked to undertake a mandated eyesight test in accordance with the provisions of the Road Traffic Act and the Driving Licence Regulations prior to your observed ride. If you need to wear vision aids to do this, you must wear them for the duration of your observed ride.



8. Workshop Payment

8.1 Your BikeSafe workshop booking fee is £78 inc VAT.

8.2 Your fee is utilised as follows:

Administration fee: £35 (funds all associated administration).

Local Police Force fee: £30 (funds staff, venue, catering, and other local expenses).

8.3 Your booking fee may be payable by you as part of your workshop booking or may be paid by subsidies in certain delivery areas. Such local arrangements may not be under Our control and may change from time to time and without notice.

8.4 Your payment will be required in UK sterling and made in advance of your workshop. Payment can be made to us on-line using a legitimate, valid credit or debit card. Industry standard levels of security are applied to these transactions, and a closed padlock should be visible in your web browser indicating that your personal and payment details are encrypted.

8.5 Your cleared funds must be available before provision of your workshop can take place. You can if necessary, contact us to discuss other payment options. You will at all times be liable for any payments that remain outstanding to us.

8.6 We accept no responsibility or liability for any payments being lost, misappropriated, delayed, tampered with, rejected, having insufficient funds or for any over-payment on your part.

8.7 Once we have cleared funds, your workshop will be booked, and confirmation sent to you by email. Your workshop will be delivered in accordance with our arrangements and booking details unless the exigencies of emergency service duty or circumstances beyond our control dictate differently.

9. Your Consumer Rights

9.1 The Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015 apply to the sale of services without face-to-face contact via a variety of media including the internet and telephone. To comply with the requirements of these regulations, we provide the necessary pre-contractual right to cancel and supplier delivery obligation information within our terms & conditions.

9.2 Information (pre-contractual) around our identity, service characteristics, pricing, payments, address, advance payments, and delivery arrangements are in our terms and conditions.

9.3 You should be aware of your consumers' right to cancel your workshop booking. Full details can be found by reading the Consumer Contracts Regulations 2013.

9.4 Our contract with you becomes binding when you complete your workshop booking, providing it can be shown that we received your booking. We cannot be held responsible for bookings not received because of circumstances beyond our control.

9.5 When you complete your workshop booking, you will receive a confirmation e-mail including details of your right to cancel. Pre-contractual information is also given during our on-line booking



process and in a format allowing you to print/save to durable media.

9.6 You have the right to cancel your booking for a period of 14 days, counting from the day after your booking was completed.

9.7 Once 14-days pass, counting from the day after your booking was completed, your right to cancel (without fees) will end.

9.8 If you cancel your workshop within 14 days of booking, you can request a refund of the money you have paid us. Where requested, we will return your funds within 28 working days.

9.9 To exercise your right to cancel, you must inform us in writing to: Police BikeSafe, UKROEd, Colwyn Chambers, York Street, Manchester, England, M2 3BA or by email to:

bikesafe.support@bikesafe.co.uk. A phone call is not sufficient. The effective date of cancellation is the date on which you give notice of cancellation to us in writing or by email.

9.10 We would advise you to keep some evidence of having given us cancellation notice, such as a certificate of posting or confirmation/copy of email.

9.11 The Consumer Credit Act 1974 provides protection should someone else fraudulently use your payment card to pay us. In these circumstances you are entitled to cancel the payment and be reimbursed in part or whole by your card issuer. This is something you must discuss with your card issuer. We also advise you to report such matters to your local police.

9.12 The Consumer Contracts Regulations 2013 do not affect your consumer rights under other legislation. Once your 14-day 'cooling off' period (Consumer Credit Act 1974 and Consumer Contracts Regulations 2013) has passed, any cancellations you make will attract fees.

10. Cancellation and Amendments

10.1 In the event that you need to amend your booking we will always attempt to identify an alternative course date and amend your booking without charge, if this is not possible the conditions below will apply to any refund given.

1. For a cancellation/amendment made by you, to your workshop within 14 days of making a booking (including the day of the workshop) will result in a full refund.
2. For a cancellation/amendment made by you, to your workshop in the period after 14 days from the time of booking, an administration charge of £14 may be applied to any refund.

If you wish to amend/cancel your booking, please contact bikesafe.support@bikesafe.co.uk

10.2 We retain absolute discretion to fairly apply the application of cancellation/amendment charges as we see fit in compliance with our terms and conditions.

11. Non-Profit

11.1 We usually require that serving police officers are diverted away from their regular duties or to support our workshops on a volunteer basis. Our BikeSafe Accredited Observers and/or Police Service Volunteers volunteer their time and are only paid expenses.



11.2 We operate our workshops on a non-profit basis. Our workshop fees are subsidised by Participating Police Forces and through the time/contribution of our volunteers. Whilst your workshop is charged at only £78, please be aware that the actual cost of your workshop exceeds that amount. We utilise your booking fees to help fund: staff resourcing, venue charges, catering (some venues), motorcycle safety resources, advanced training subsidies, and other associated expenses.

12. Commencement

12.1 We deem that your workshop has commenced once your payment is made and your booking confirmation has been sent.

12.2 You will be given immediate access to your eLearning materials as a formal and crucial aspect of your workshop.

13. Personal Details

13.1 Any personal details you give us will be held and processed in accordance with the provisions of our Data Processing Agreement and in compliance with the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 in so far as they apply to our use of data, including your data. For the purposes of Article 4 of the General Data Protection Regulation (EU) 2016/679, details of the data controller in relation to the information you supply is listed here: bikesafe.co.uk/data.

13.2 Personal information you provide will be used for our purposes, by us, and/or our agents, for administration and any future evaluation of our scheme and your participation. Such data will be retained in line with our privacy policy. You have the right to decline the use of such information for anything other than administration of your workshop booking. In this event, you must notify us of your decision as soon as reasonably practicable and in any case within three working days of your booking confirmation. Our online booking processes also make provision for these permissions.

13.3 We will contact you regarding bookings, feedback, follow-up, motorcycle skills/safety and BikeSafe news/updates. We will not contact you with requests for your personal or financial information or direct you to any web page that asks for this information. Should this happen, do not respond, and do not open any e-mail attachments. If you are suspicious about any such communication, please contact us.

13.4 You have the right to ask for a copy of any information we hold about you sometimes referred to as a 'Subject Access Request' (SAR) and/or correction of any inaccuracies contained therein.

14. Jurisdiction

14.1 Our terms and conditions shall be governed and interpreted in accordance with English and Welsh law as if our terms and conditions were a contract wholly entered into and wholly performed within England, and you consent to the non-exclusive jurisdiction of the English and Welsh courts.

15. Indemnity

15.1 By booking your workshop with us, you undertake to perform your observed ride with due regard to Road Traffic Law, knowing that you are fully responsible for your own actions. You



understand that you have a duty of care to yourself and others in ensuring your riding is safe and that you are fit to participate in your workshop.

15.2 Your driving licence, insurance and, where necessary, Department of Transport test certificate (MOT), are valid for the motorcycle you will be riding at the time of your workshop. The motorcycle you use for your workshop is roadworthy and meets all legal requirements.

15.3 You acknowledge that we will not accept responsibility or liability for any actions or negligence, or any injuries or damage sustained by you during your participation in any aspect of your workshop with us or any associated BikeSafe activity.

15.4 You will receive a formal pre-ride safety briefing on the day of your BikeSafe workshop. You agree to comply with our pre-ride safety briefing and any other instructions we might give you.

16. Complaints

16.1 We will behave in accordance with the law and commensurate with the professional image of BikeSafe and the police service. In the first instance, complaints should be in writing to us Police BikeSafe, UKROEd, Colwyn Chambers, 19 York Street, Manchester, England, M2 3BA or by email to us at bikesafe.support@bikesafe.co.uk. Aside from where otherwise advised, we acknowledge complaints by email within two working days.

16.2 At any time, you can request that a complaint be escalated for higher level consideration. Where you request escalation, your complaint will be passed to Our 'National Coordination Body' for consideration. your escalated complaint will be acknowledged within two working days.

16.3 We endeavour to resolve all complaints within 28 working days.

17. Trademarks

17.1 BikeSafe is trademarked and registered to the [National Police Chief's Council](#) (NPCC), our words, logo, media, images, videos, site content and training materials may not be used without permission. All rights are reserved unless permissions are explicitly granted.

18. Get in Touch

18.1 Our National Admin Centre, unless otherwise advised, is open Monday to Friday 9am to 5pm. We are not open on bank holidays or the days between Christmas and New Year. Should you have any questions in relation to our Terms and Conditions, please contact us:

18.2 In writing: Police BikeSafe, UKROEd, Colwyn Chambers, 19 York Street, Manchester, England, M2 3BA

18.3 By email: bikesafe.support@bikesafe.co.uk

18.4 By telephone: 0300 140 9962

19. Policy updates

19.1 Our terms and conditions were last updated on the 2nd February 2026.