



Frequently Asked Questions Covid-19 Safety Measures for NDLS centres

Q1. Are all NDLS offices open?

NDLS offices have re-opened countrywide. You must book an appointment to attend one of these offices. See [here](#)
Please note that there is no walk-in service available.

Part time NDLS office in Clifden is expected to re-open in the coming weeks.

Q2. Can I walk into an NDLS centre to make an application for a driving licence or learner permit or do I need to make an appointment to attend an NDLS centre to make an application?

Due to public health measures in place to tackle the spread of the Covid-19, walk-in appointments are no longer available. Booking an appointment is required in order to attend an NDLS centre. You must book an appointment [here](#)

Q3. When I attend an NDLS centre to make an application can I pay my application fee in cash or do I have to use a credit or debit card?

Payment at NDLS centres can only be made by debit/credit cards, and Google Pay/Apple Pay. Unfortunately, cash/cheques/Postal Orders will not be accepted.

Q4. What measures have been implemented in the NDLS centres to mitigate against the spread of Covid-19?

NDLS centres have been assessed and measures have been put in place to align with the Government's *Return to Work Safely Protocols*. Appropriate signage, sanitation and handwashing, and social distancing measures such as reduced seating in waiting areas and customer touchpoint cleansing have been introduced. Customers will be accompanied into and out of centres and required to adhere to necessary health and safety guidelines.

Q5. I'm not feeling well and may have symptoms of Covid-19. I have an appointment booked to attend an NDLS centre. Can I attend?

If you are experiencing Covid-19 symptoms on the day of your NDLS appointment or at any point in the previous 14 days, you must not attend for your appointment. Please cancel your NDLS appointment [here](#)

Q6. What are the arrangements about wearing a face mask or gloves when attending an NDLS centre?

Customers may wear gloves and/or a face covering while attending an NDLS centre. Face masks/covering, or gloves will not be provided in the NDLS centre. Please be aware however, that you will be asked to safely remove the face covering for the purposes of authentication and the taking of your photograph.

Q7. I tested positive for Covid-19 and I recently attended an NDLS centre, who do I need to inform?

Contact tracing will be initiated by the HSE in such case. You can call HSELive on 1850 24 1850 for further guidance.

Q8. My driving licence is due for renewal, when / how can I renew?

Note that the validity period of a driving licence expiring from 1 March to 30 June 2020 was extended by four months. e.g. if your driving licence expired on 20 March 2020 its validity period has automatically been extended until 19 July 2020. Further information on the extension rules can be found [here](#).

NOTE: You can only apply for a renewal of your driving licence if it is within 3 months of its new expiry date.

You may renew from any NDLS office by making an appointment [here](#). You should also check if you can apply online see Question 10 below.

Q9. If the expiry date of my learner permit is extended when can I apply to renew my learner permit?

A learner permit can only be applied for within three months of its expiry date. This means that if your learner permit was initially extended from 5 March to 5 July and is now further extended to 5 November 2020 you will only be able to renew it within three months of 5 November, ie from 6 August onwards.

The Table below gives further examples relating to the extension and earliest renewal dates for learner permits.

Expiry date as shown on learner permit	Initial four-month extension period announced 20 April 2020	Further extension announced 26 June 2020	Earliest renewal date for the learner permit
20 March 2020	20 July 2020	20 November 2020	21 August 2020
8 May 2020	8 September 2020	8 January 2021	9 October 2020
10 July 2020	N/A	10 November 2020	11 August 2020

You may also renew from any NDLS office by making an appointment [here](#). You should also check if you can apply online see Question 10 below.

Q10. Can I renew my driving licence/learner permit without attending an NDLS centre?

Yes, if you are renewing a driving licence or learner permit, and you are under 70 years and you do not have a truck or bus category on your driving licence/learner permit, you may be able to apply online [here](#)

You must be the holder of a Public Services Card (PSC) and Verified MyGovID to make an application online. See further information [here](#) about obtaining a PSC and a MyGovID account.

Q11. What type of NDLS applications cannot currently be made online?

NDLS online is not currently available to anyone applying for a first driving licence or first learner permit, also driving licence renewal or a learner permit renewal where

- the expiry date of your driving licence or learner permit is greater than three months from date of your application
- you hold a truck or bus category on your driving licence
- you are 70 years of age or over
- you are applying for your third or subsequent learner permit
- you have a [medical condition](#) which requires a medical report to obtain a driving licence or learner permit.

Q12. I am not currently eligible to renew online. Is there any other facility available to me?

The RSA continue to work on expanding the online facility to accommodate all driving licence and learner permit application types. When this facility becomes available we will update the NDLS website.

You may renew at any NDLS office by making an appointment [here](#).

Q13. I have a disqualification that is about to expire, however my driving licence had expired during the period of disqualification, how do I renew?

You may be able to renew online. Check [here](#) You may also renew from any NDLS office by making an appointment [here](#)

Q14. The information I'm looking for is not provided here, where can I get further information?

You should be able to get all the relevant information on www.ndls.ie or you can also email lqueries@rsa.ie