

Frequently Asked Questions Covid-19 Safety Measures for NDLS centres

Q1. Are all NDLS offices open?

NDLS offices are open countrywide. You must book an appointment to attend one of these offices.

See [here](#)

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

Q2. Can I walk in to 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 Credit/Debit card or 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 am 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?

In line with Government guidelines, from 10th August 2020, face coverings are mandatory in shops and shopping centres across the country. You will be required to wear a face covering in an NDLS centre.

Face masks/covering, or gloves will not be provided in the NDLS centre. Please be aware 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 31 August 2020 was automatically extended by seven months in total. e.g. if your driving licence expired on 20 June 2020 its validity period has automatically been extended until 20 January 2021. 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.

- Apply in person at NDLS office - You must book an appointment [here](#)
- [Apply online](#) – to check if you are eligible see Question 10 below.

Q9. My learner permit is due for renewal, when / how can I renew?

Note that the validity period of a learner permit expiring between 1 July and 31 October, 2020 (including those already extended from 1 March to 30 June, 2020) have been automatically extended for a further four month period e.g. If your permit expired on 10 July 2020, its expiry date is being extended to 10 November 2020. You do not need to do anything to avail of the extension of the expiry date as your driver record will be automatically updated. A new learner permit will not be issued to you

Further information on the extension rules can be found [here](#)

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

- Apply in person at NDLS office - You must book an appointment [here](#)
- [Apply online](#) – to check if you are eligible 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, renewal of driving licence or learner permit if:

- 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.
- your place of birth and nationality are outside the EU/EEA/Switzerland

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. The information I am 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