

## Terms and Conditions

This procedure has been written to cover the cancellation policy of candidates for training delivered by the RMI either on site at the customers premises at one of the RMI designated Training Academies or other agreed locations.

## Course Booking

- The RMI reserves the right to re-schedule any training course should the required minimum number delegates not be reached
- Candidates will be contacted no less than 48 hours or 2 working days prior to the start date of the course should the planned course not go ahead.
- RMI will NOT be responsible for any travel or accommodation costs should a course be rescheduled
- Course confirmation documents, candidate application forms and associated paperwork will be emailed direct to the main contact on booking
- It is the main contacts responsibility to ensure all the required information and documentation is provided to the candidate
- It is the main contacts responsibility that all appropriate documentation is returned to RMI Booking Team, to enable the course attendee to be verified for attendance and that they meet all course prerequisites in line with the course booked
- All fees are payable in full at the time of booking

## Cancellation and Amendments

- All requests for cancellations and/or transfers must be received in writing to 2-3 Allerton Road, Rugby, Warwickshire, CV23 0PA, or via email to [enquiries@rmif.co.uk](mailto:enquiries@rmif.co.uk) or via fax on 01788 538382
- RMI accepts no liability for non-receipt of cancellation sent by standard, first or second-class post or through failure of any other media used
- All cancellations received will be acknowledged in writing by the RMI within 5 business days of receipt by the RMI. If no such acknowledgement is received, the member should contact the helpline on 0845 305 4230 to confirm receipt and where necessary re-send the cancellation notice
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below  
\*excluding extenuating circumstances which will be charged at RMIF's discretion

## Notice Period of Cancellation

- Between 5 -10 working days' notice a cancellation charge of 25% of course costs is applicable to non-members and a cancellation charge of 10% of course costs to Members
- Less than 5 working days' notice no refund applicable

## Onsite Training

- Cancellation before the start date of the course
  - More than 2 working days' notice a full refund or transfer to another course date
  - Less than 2 working days' notice no refund applicable
- In the event of an individual named on the booking form not being able to attend, we will accept substitution of another delegate on the condition eligibility and proof of qualification has been provided with sufficient time available to comply with awarding body requirements
- A name change will incur an administration fee of £25
- If a candidate has already been registered with the awarding body a £100 fee will be incurred

## Refund

- If a candidate fails to notify the RMI of any changes to their circumstances which might affect their booking and course eligibility, no refund will be issued
- Failure to attend a course or permit delivery of training will result in a forfeit of the fee paid
- Upon payment, the candidate has agreed to all booking terms and conditions for the duration of the course

## Extenuating Circumstances

- If you are unable to attend any of course, due to extenuating circumstances you must inform RMIF in writing in line with the details given above

## Course Provisions

- Accommodation and travel arrangements are the responsibility of the candidate/booker; however, we can provide a list of local hotels upon request
- A light lunch is provided on full day courses unless otherwise stated. The cost of this is included within the course fee. Any special dietary requirements must to be notified at the time of booking

## Enforcement of Terms and Conditions

- Failure to enforce, or non-reliance on, any of these terms and conditions by the RMI on an occasion or occasions will not prevent the RMI from subsequently relying on or enforcing them

## Payment Methods

- We will accept payment via debit/credit card or bacs payment, for the full amount at the point of booking. The booking cannot be confirmed until payment is confirmed

## Governing Law

- The terms shall be construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts

## How we use your data/information

Information, including all Personal Data, will be held in the strictest confidence and will not be divulged to any third party for commercial/marketing purposes. Relevant data provided will be recorded on our secure database and will only be used for legitimate purposes in order to: identify you and manage any courses you are completing with us; process payments appropriate to the training course(s); provide the appropriate support for the training and respond to your enquiries and queries; provide the relevant qualification and certification. For full details please see our Privacy Policy at [www.rmitrainingacademy.co.uk](http://www.rmitrainingacademy.co.uk) or which is available upon request.

If you give us information on behalf of someone else, you confirm that they have agreed that you can:

- Give consent on his/her behalf to the processing of his/her personal data
- Receive on his/her behalf any data protection notices
- Give consent to the transfer of his/her personal data abroad
- Give consent to the processing of his her personal data in relation to this training booking