

## 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 of 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 incurred should a course be rescheduled
- Course confirmation documents, candidate application forms and any other associated paperwork will be emailed directly to the main contact on booking
- It is the main contact's responsibility to ensure all required documentation is provided to the candidate
- It is the main contact's responsibility to ensure all appropriate documentation is returned to RMI, to enable verification that the candidate meets any course pre-requisites and is able to attend
- 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)
- 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 01788 225 908 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

## RMI Academy of Automotive Skills Cancellation/Amendment Process (prices exc vat)

Reason	Notice given	Cancellation charge (Non Members)	Cancellation Charge (RMI Members)	Notice given	Cancellation charge (Non Members)	Cancellation Charge (RMI Members)
Cancelling Course/(Insufficient Experience/Qualifications)	5 days/less	No Refund	No Refund	5 days + plus	25 % of course	10% of course
Move to later date	5 days/less	£100.00	£100.00	5 days + plus	FOC	FOC
Move to later date (due to insufficient quals/need to booking another course)	5 days/less	£100.00	£100.00	5 days + plus	FOC	FOC
Covid/General Illness *	5 days/less	£25 to move	£25 to move	5 days + plus	FOC	FOC
Non attendance	5 days/less				100% of course fee	

Reason	Charge
Change of name (pre awarding body registration)	£25.00
Change of name (post awarding body registration)	£100.00

\* at RMIF's discretion dependant on illness

## Extenuating Circumstances

- If a candidate is unable to attend a course due to extenuating circumstances, the RMI must be informed in writing in line with the details given above.

### **Course Provisions**

- Accommodation and travel arrangements are the responsibility of the main contact and/or candidate
- 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**

- The RMI 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 their behalf to the processing of their personal data
- Receive on their behalf any data protection notices
- Give consent to the transfer of their personal data abroad
- Give consent to the processing of their personal data in relation to this training booking