

# Cancellation, Postponement, and Refunds Policy



## Introduction

Enrolment into Courses or registration for examinations are only confirmed on a “first come first served” basis upon online enrolment and payment or receipt of the registration form and payment of the applicable fee and/or deposit. In the case of *bona fide* organizations, a signed purchase order and receipt of the deposit will be required. Those who wish to pursue our Courses are therefore encouraged to enrol as early as possible.

Enrolment into our Courses is a contract between You and Us. We will provide the services promised in the Course information page found on our website and You agree to payment of the full amount of the enrolment fees subject to our terms and conditions as found on our website. <https://riscinstitute.net/static/terms.html>

The Course Information Page is available for you to read thoroughly and ensure that it meets with your needs before you enrol. Cancellation of your enrolment and refund of your payment(s) will only be applicable as per the terms of this policy. If you fail to pay the enrolment fees without our agreement you will be in breach of your contract with Us and we reserve our right to enforce payment through legal means.

Be that as it may, RISC Institute acknowledges that participants are, in some circumstances, constrained to cancel or postpone their participation on Courses or attendance for examinations. Furthermore, RISC Institute may occasionally be forced to cancel an event due to *force majeure*, prolonged illness of the trainer, low number of enrolments or other circumstances which would make the event non-viable.

This policy aims to provide a fair cancellation and refunds mechanism for Courses and examinations provided by the Institute.

## Definitions

In this policy “You” shall mean the registered participant or candidate, “We” shall mean RISC Institute and “Your”, “Our”, or “Us” shall be construed accordingly.

“Our Website” means [www.riscinstitute.net](http://www.riscinstitute.net)

“e-Learning Portal” or “Portal” means Our Website which incorporates our Learning Management System. ([www.riscinstitute.net](http://www.riscinstitute.net))

“Online” refers to activities or resources that are conducted or accessed from our website or e-Learning Portal

“User account” is an account you create on our website.

“Enrolment Fee” means the amount that is paid or payable for enrolling into a Course and may include VAT, awarding body’s Courseware, exam and or membership fees, and instalment charges

“Course” means the programme of learning that You have enrolled into and includes, where applicable a bundle of Courses offered by Us as one programme of learning.

“Self-Paced” means those Courses that we provide through our e-Learning Portal which include online resources and activities but do not include a schedule of classes with live tutor interaction. Self-Paced

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Courses start immediately that the payment of the enrolment fee is received (or first part thereof if instalments are provided).

## Notices

All notices must be given by email addressed to [customerservice@riscinstitute.com](mailto:customerservice@riscinstitute.com) and sent from the email address found in Your User Account on our website. We will give all notices from [customerservice@riscinstitute.com](mailto:customerservice@riscinstitute.com) and will address them to the email address in Your User Account on our website.

## Cancellation by You

- a. If You wish to cancel Your enrolment into a Course or examination, for any reason, You must notify us no later than seven (7) business days before the start date of the Course.
- b. If You notify us accordingly, You will be eligible to refund of the Enrolment fees less an administration fee of 10 percent of the Enrolment fee, VAT, instalment charges and any registration fees which We would have paid to examining bodies at the time of cancellation.
- c. No refund will be due for cancellation received less than (7) business days from the start of the Course or exam appointment date except as provided in d) below.
- d. If you enrol into a Course later than seven (7) business days from the Confirmed Start Date, no refund will be due if you cancel or abandon the Course.
- e. In all circumstances, no refund will be due for no show or abandonment of a Course or examination.
- f. If You are forced to cancel later than seven (7) business days from the start of the Course or examination date, due to Your illness, loss of Your employment, forced travelling outside the country to attend immediate family emergencies or other *force majeure*, We will, at our discretion, consider refunding you all or part of the enrolment fees less VAT, instalment charges and any registration fees which We would have paid to examining bodies at the time of cancellation. Suitable documentary evidence must be provided with such a request.
- g. In view of the immediate access granted for online self-paced Courses, where You will have access to the learning videos immediately on enrolment, cancellation is not possible, and no refund will be given if you abandon the Course.
- h. Refund of examinations of External Bodies are subject to the conditions as explained below.
- i. "Confirmed Dates" means the dates for the start of the Course together with the dates of sessions in the schedule which we would have published when we accepted your payment.

## Rescheduling, Postponing or Cancellation by Us

- a. We reserve the right to cancel a Course for any reason and in the event of such cancellation we will refund you the amount that you would have paid us in full.
- b. We reserve the right to reschedule or postpone a whole Course for any reason.
  - i. In the event that We reschedule or postpone a Course due to *force majeure* or prolonged illness of our trainer, you may not cancel your enrolment in the Course.

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- II. If We reschedule or postpone the whole Course for any other reason other than (I) above, and as a result thereof, it will finish more than thirty (30) business days later than the Confirmed Dates, You may cancel your enrolment in the Course and receive a full refund.
- c. We may reschedule or postpone any part of a Course which has commenced due to operational reasons, illness of the trainer or *force majeure* and you may not cancel the Your enrolment.
- d. If we reschedule an examination and you are unable to attend on the new date, we shall give you an appointment at an alternative date without charge.
- e. We shall not be liable for to indemnify You for any costs or expenses arising directly or indirectly from the rescheduling or cancellation of a Course or examination.

## Examinations of External Awarding Bodies

Candidates for examinations of external awarding bodies that we facilitate should familiarize themselves thoroughly with the cancellations and refunds policies of the respective institutes. We will not accept liability for any refunds or cancellation charges for failure to comply with the awarding body's rules.

Signed:

A handwritten signature in blue ink, appearing to read 'Salvatore Said', with a small 'A' at the end of the signature.

Salvatore Said  
**Managing Director**

Issue Date: 01 November 2022