



ROYAL COLLEGE OF PHYSICIANS OF IRELAND

Our Cancellation Policy for Courses, Events, Examinations and Online Purchases

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1. Cancellation of an Examination by a Candidate

- If you wish to cancel your attendance at an examination please submit your request by email, for the attention of the Director of Examinations, to examinations@rcpi.ie
- RCPI will respond to cancellation requests within 2 business days of receipt and will refund fees within 30 calendar days.
- Refund Entitlements for Courses or Events are as follows:

Notice of Cancellation Received from Candidate	Refund Amount
Before the Closing Date for the Examination	90% Refund
After the Closing Date for the Examination	Not Eligible for a Refund

Table 1

- A candidate may transfer their application to a future date for the examination. This option may be availed of only in extenuating circumstances such as illness or bereavement and may be availed of on one occasion only. If a candidate wishes to transfer their application, they must do so in writing to the Director of Examinations.

2. Cancellation of an Examination by the Royal College of Physicians of Ireland

- RCPI reserves the right to cancel an examination.
- RCPI reserves the right to reschedule the date or to change the location of an examination.
- In the event of a reschedule or cancellation by RCPI, the college will endeavor to inform all applicants at least six weeks prior to the examination date.
- If an examination is cancelled or rescheduled by RCPI, the attendee will be offered a full refund or the option to transfer to another date, if applicable.
- RCPI acknowledges that many candidates travel internationally to take RCPI examinations and, on receipt of appropriate evidence and receipts, will reimburse candidates in accordance with the Table 2 of this document.
- RCPI reserves the right to cancel an attendee registration if payment is not received within ten working days of the course / event start date.

Notice of Examination Cancellation Issued to Candidates by RCPI	Reimbursement Entitlement
More than 28 days (4 weeks) before Examination Date	No Refund
Between 27 days and 15 days before Examination Date	RCPI will refund flight costs or flight change costs, whichever is less. RCPI will not refund hotel accommodation. RCPI does not refund visa expenses.
14 days or fewer before Examination Date	RCPI will refund flight costs or flight change costs, whichever is less. RCPI will refund hotel accommodation cancellation fees. RCPI does not refund visa expenses.

Table 2

3. Cancellation of Attendance at a Course or Event

- If you wish to cancel your attendance at a course or event, please submit your request by e-mail to cancellations@rcpi.ie
- RCPI will respond to cancellation requests within 2 business days of receipt and will refund fees within 30 calendar days.
- Refund Entitlements for Courses or Events are as follows:

Notice of Cancellation Received from Attendee	Refund Amount
10 Working Days or more	Full Refund
Between 5 and 9 Working Days (inclusive)	90% Refund
Between 1 and 4 Working Days (inclusive)	Not Eligible for a Refund

Table 3

- A full refund may be granted if an attendee is unable to attend due to extenuating circumstances. Incidents of extenuating circumstance will be reviewed on a case-by-case basis and alternative arrangements may be offered.

4. Cancellation of a Course or Event by the Royal College of Physicians of Ireland

- RCPI reserves the right to cancel a course or event.
- RCPI reserves the right to reschedule the date or to change the location of a course or event.
- In the event of a reschedule or cancellation by RCPI, the college will endeavour to inform all applicants two weeks prior to course commencement. This is not always possible.
- If a course or event is cancelled or rescheduled by RCPI, the attendee will be offered a full refund or the option to transfer to another date, if applicable.
- RCPI shall not be responsible for any other loss incurred by the participant as a result of a reschedule or cancellation.
- RCPI reserves the right to cancel an attendee registration if payment is not received within ten working days of the course / event start date.
- RCPI reserves the right to replace speakers at an event or personnel scheduled to deliver a course.

5. Return of an Item Purchased from the Royal College of Physicians of Ireland

- If you wish to return an item such as a book or college merchandise purchased from RCPI, you may do so within 30 days of purchase by emailing cancellations@rcpi.ie
- RCPI will only accept the return of items purchased where the product was received in a damaged or defective state.
- In the event that an item is found to be defective, RCPI will offer a replacement or refund and reimburse the cost of post and packaging.