ROYAL COLLEGE OF PHYSICIANS OF IRELAND

Cancellation Policy for Courses, Events, Examinations and Online Purchases

2020

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Cancelling your Attendance at an Examination

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 helpdesk@rcpi.ie

RCPI will respond to cancellation requests within two business days of receipt and will refund fees within 30 calendar days.

Refund entitlements for examinations are as follows:

Notice of Cancellation Received from Candidate	**Refund Amount**
Before the Closing Date for the Examination	Full refund minus a 10% administration fee
After the Closing Date for the Examination	Not Eligible for a Refund

In extenuating circumstances such as illness or bereavement, you may transfer your application to a future date for the examination. This option may be availed of on one occasion only. If you want to transfer your application, you must do so in writing to the Director of Examinations.

If you cancel your attendance or do not attend an examination, your access to related educational resources in The Physician Network, the RCPI Online Learning Platform, will be revoked.

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

RCPI reserves the right to cancel, reschedule the date or to change the location of an examination.

In the event of a reschedule or cancellation by RCPI, we will endeavour to inform all applicants at least six weeks prior to the examination date and offer a full refund or the option to transfer to another date, if applicable in accordance with the conditions outlined below.

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 conditions outlined below.

RCPI reserves the right to cancel a candidate registration if payment is not received within ten working days of the examination 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.

Cancelling your Registration for a Course or Event

If you wish to cancel your registration for a course or event run by RCPI, please submit your request by email to helpdesk@rcpi.ie

We will normally respond to cancellation requests within two 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	**Refund Amount**
Short Courses - Up to three consecutive days duration	
10 Working Days or more	Full refund minus a 10% administration fee
Less than 10 working days	Not eligible for a refund
Long Courses - Delivered over a period of weeks or months	
More than 30 days	Full refund minus a 10% administration fee
30 days or less	Not eligible for a refund

A refund may be granted if you are 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.

If you cancel your attendance or do not attend, your access to related educational resources in Brightspace, the RCPI Online Learning Platform, will be revoked and you will not be eligible for the associated CPD credits.

Courses with online modules and a workshop

If you cancel your attendance at a workshop and book an alternative date, if an alternative date is available, you will retain access to related educational resources in Brightspace. However, an administration fee will apply if your cancellation is less than 10 working days before the workshop date. The alternative workshop date must be within the same academic year.

If you cancel attendance at a workshop and an alternative date is not available, you will be eligible for a refund if your cancellation is within the period for refunds. You will not retain access to related educational materials in Brightspace or a course for which you receive a refund. If your cancellation is outside the period for refunds you will retain access to the related educational materials for the remainder of the academic year in which you booked the course.

If you wish to book an alternative date for a workshop beyond the current academic year, an administrative fee will apply. Note that the workshop may not be available in the following academic year, in which case a refund will not be possible.

Cancellation of Purchase Relating to an Online Course

If you wish to cancel the purchase of an online course, please contact helpdesk@rcpi.ie

We will normally respond to cancellation requests within two business days of receipt and will refund fees, where relevant, within 30 calendar days.

Refund entitlements for online courses are as follows:

Notice of Cancellation Received	**Refund Amount**
Within 24 hours of purchase, if the course material has not been accessed or downloaded	Full refund and access to online educational resources for that course / event will be revoked
More than 24 hours but less than five days after purchase, if the course material has not been accessed or downloaded	Full refund less administration fee of 10% of purchase and access to online educational resources for that course / event will be revoked
Where course material has been accessed or downloaded	Not eligible for a refund and access to online educational resources is retained for the purchase period

Terms and Conditions relating to non- attendance of courses for trainees on BST or HST schemes

RCPI requests that in the event you are unable to attend a mandatory course on the date allocated to you or the date you have pre-booked via the online system please:

- Attempt to swap the date with a colleague
- Notify RCPI @courses.ie of change of course booking with relevant details

If you are unable to identify a colleague to change / swap dates with you can contact helpdesk@rcpi.ie and we will provide you with an alternative date where possible in the same academic year.

For Simulation courses* we ask that you provide 2 weeks' notice of non -attendance.

Notice of Cancellation Received	**Penalty Fee Amount**
Simulation Courses*	
10 Working Days or more	Training Director or NSD notified
Less than 10 working days	€100

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.

If RCPI cancels or reschedules a course or event, RCPI will endeavour to inform all registered participants ten business days prior to the course or event start date. This is not always possible.

If a course or event is cancelled or rescheduled by RCPI, the registered participants will be offered a full refund or the option to transfer to another date, if available.

RCPI is not responsible for any other loss incurred by the participant as a result of a course or event being rescheduled or cancelled.

RCPI reserves the right to cancel a participant's registration if payment is not received within ten working days of the course / event start date.

RCPI reserves the right to replace speakers or personnel scheduled to deliver a course or event.

***Simulation Courses include:**

- HST Advanced Gynaecological Surgical Skills
- HST Third and Fourth Degree Perineal Tears and Episiotomy Workshop
- HST Advanced Practical Skills
- HST Minimal Access Skills
- HST GIM Bedside Ultrasound
- BST Paediatric Procedural Skills
- BST Basic Practical Skills.
- Child Protection Recognition and Response

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 helpdesk@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.