

# RMT Training Course Booking Terms and Conditions

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RMT Automotive Services – Automotive Technical Training

## 1. Booking and Payment

- 1.1. All course bookings must be made via our official website, by email, or through a completed booking form.
- 1.2. A booking will only be confirmed once full payment has been received or a valid purchase order has been submitted and accepted.
- 1.3. Payment must be made no later than 14 calendar days prior to the course start date, unless agreed otherwise in writing.
- 1.4. All course fees are quoted exclusive of VAT unless otherwise stated.
- 1.5. Booking fees apply for online bookings and card payments

## 2. Cancellations and Transfers

- 2.1. All cancellation requests must be submitted in writing to [admin@rmtge.uk](mailto:admin@rmtge.uk)
- 2.2. Cancellations received more than 14 days prior to the course date will be eligible for a full refund.
- 2.3. Cancellations received between 7 and 14 days prior will incur a 50% cancellation fee.
- 2.4. Cancellations made within 7 days of the course start date will be charged in full.
- 2.5. Delegates may be substituted at an additional cost to cover registration fees, provided that we are notified at least 7 working days before the course.
- 2.6. Requests to transfer to an alternative course date must be received no less than 7 days in advance and are subject to availability.

## 3. Course Cancellation by RMT Automotive Services

- 3.1. RMT Automotive Services reserves the right to cancel or reschedule any course due to insufficient enrolments, trainer availability, or unforeseen circumstances.
- 3.2. In such instances, we will offer either a full refund or an alternative course date.
- 3.3. RMT Automotive Services is not liable for any expenses incurred by the delegate (e.g., travel or accommodation costs).

### 3A. Entry Requirements and Reasonable Adjustments

- 3A.1. Candidates must be able to speak, read, and write in English and possess basic computer skills.
- 3A.2. Candidates will only be eligible for reasonable adjustments if their disability or difficulty places them at a substantial disadvantage in the assessment situation in comparison with a person who is not disabled or affected.
- 3A.3. Any application for reasonable adjustments must be made prior to enrolling on the course.

### 4. Delegate Responsibilities

- 4.1. Delegates are expected to arrive promptly, be appropriately prepared, and participate fully throughout the training.
- 4.2. Delegates must meet any specified prerequisites prior to attending technical courses.
- 4.3. All health and safety instructions provided during the training must be followed.

### 5. Course Materials and Intellectual Property

- 5.1. All course content, training materials, and documentation remain the intellectual property of RMT Automotive Services or its licensors.
- 5.2. Materials may not be reproduced, shared, or used for commercial purposes without express written consent.

### 6. Limitation of Liability

- 6.1. RMT Automotive Services accepts no liability for any indirect, incidental, or consequential loss.
- 6.2. Our liability is strictly limited to the amount paid for the course in question.

### 7. Data Protection

- 7.1. Personal information collected during the booking process will be handled in accordance with current UK data protection legislation and our Privacy Policy.
- 7.2. By submitting a booking, you agree to the processing of your data for the purposes of course administration and communication.

### 8. Governing Law

- 8.1. These Terms and Conditions are governed by the laws of England and Wales.
- 8.2. Any disputes shall be resolved under the exclusive jurisdiction of the English courts.



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## 9. Additional Notes

- Please bring photo identification (e.g., Driving License). *Failure to provide valid ID may result in refusal of entry to the course*, as this is an IMI requirement.
- Wear appropriate workwear for the course – including clothing suitable for practical workshop activities.

## 10. Course Documentation and Policies

Upon confirmation of booking, delegates will receive a specific course information document via email. This document outlines the course content, structure, schedule, and any preparatory requirements.

Delegates will also receive the following via email: RMT Automotive Services Appeals and Complaints Procedure, IMI Appeals Policy, IMI Complaints Policy, and the IMI Reasonable Adjustments and Special Considerations Policy, all of which must be read and confirmed prior to attending training.