



Booking Terms & Conditions

Last updated: April 2026

By booking any course, training programme, assessment, consultancy service, or related service with **RLR MOT Ltd** trading as **RLR MOT Training and Consultancy** (“**RLR MOT**”, “**we**”, “**us**”, “**our**”), you agree to the following Terms & Conditions.

1. Booking Confirmation

Once your booking has been accepted, RLR MOT will issue a booking confirmation email together with an invoice or payment request.

For business customers, confirmation may be subject to receipt of a valid Purchase Order (PO), where applicable.

Payment must be made in accordance with invoice terms, typically within **30 days**, unless otherwise agreed in writing.

Accepted payment methods:

- **BACS transfer** to RLR MOT Ltd (bank details provided on invoice or upon request)
- Other approved payment methods where applicable

Bookings are not guaranteed until confirmed in writing by RLR MOT.

2. Fees

Course fees generally include tuition, learning materials, and supporting resources required for delivery of the course.

All prices may be **subject to VAT at the prevailing UK rate**, where applicable.

Certain courses, qualifications, or registrations may include separate:

- administration fees
- registration fees
- certification fees
- awarding body fees
- booking or holding deposits

Where stated, these fees are **non-refundable**, as they cover administrative costs, registration processing, certification handling, and third-party charges incurred by RLR MOT.

Any accommodation, travel, or third-party services arranged on behalf of delegates may be subject to separate cancellation terms and charges.

3. Group Discounts



Discounted pricing may be available for groups of **three or more delegates from the same organisation booking the same course**, subject to availability.

Group discounts:

- apply only to selected RLR MOT courses or services
- cannot be used in conjunction with any other promotion, discount, or offer unless agreed in writing
- may be limited to a specific number of places

RLR MOT reserves the right to withdraw or amend promotional pricing at any time.

4. Special Requirements

RLR MOT aims to accommodate reasonable special requirements where notified in advance at the time of booking.

This may include:

- accessibility requirements
- learning support needs
- dietary requirements where refreshments are provided
- other reasonable adjustments where practical

Advance notice is required to allow appropriate arrangements to be made.

5. Joining Instructions

Joining instructions will normally be issued approximately **2–4 weeks prior to the course start date** and may include:

- course outline
- venue details
- directions or map
- start and finish times
- local accommodation recommendations where applicable
- information on what delegates need to bring

If joining instructions have not been received at least **3 working days before the course**, delegates must contact:

Email: info@rlrmot.co.uk

Telephone: 01279 353307



RLR MOT cannot accept liability where joining instructions are not received due to incorrect contact details provided by the customer, spam filtering, technical email delivery issues, or failure to notify us.

6. Course Transfers

Bookings may be transferred to an alternative date for the same course, subject to availability.

More than 14 days' written notice before the course start date:

No transfer fee applies

Less than 14 days' written notice before the course start date:

A transfer fee of **20% of the full course fee** may apply.

Conditions of transfer:

- only **one transfer** is permitted per booking
- transfer requests must be made **in writing**
- transferred bookings become **non-refundable**
- any additional registration, administration, certification, or awarding body fees arising from the transfer may be payable

Approval of transfers remains at the discretion of RLR MOT.

Transfer requests should be sent to:

info@rlrmot.co.uk

7. Cancellation by Delegate

Cancellation 14 or more days before the course start date

Fees paid may be refunded less any **non-refundable administration, registration, certification, awarding body, booking, or processing fees**, where applicable.

Cancellation less than 14 days before the course start date

The **full course fee remains payable**, and refunds will not normally be issued.

Substitute Delegate

A substitute delegate may be accepted subject to:

- written notice being provided before the course start date
- the replacement delegate meeting course eligibility requirements
- course place availability
- any registration or certification deadlines being capable of being met



Please note:

- any **new registration, administration, certification, or awarding body fee** required for the substitute delegate will be payable by the customer
 - substitute delegates may require additional checks or paperwork before acceptance
 - acceptance of substitute delegates remains at the discretion of RLR MOT
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8. Non-Attendance

Failure to attend a booked course without prior written notice will be treated as non-attendance.

In such cases:

- the **full course fee remains payable**
 - no refund will be issued
 - transfer rights may be forfeited
 - any registration, administration, certification, or awarding body fees already incurred remain payable
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9. Cancellation by RLR MOT

RLR MOT reserves the right to amend course content, substitute trainers, alter venues, reschedule dates, or cancel courses where necessary due to operational, safety, regulatory, or unforeseen circumstances.

Where a course is cancelled by RLR MOT and no suitable alternative date is offered, **all fees paid directly to RLR MOT for that course will be refunded in full**, excluding third-party costs already incurred where these have been clearly identified at the point of booking.

RLR MOT's liability is limited to fees paid directly to RLR MOT.

RLR MOT is not responsible for associated costs including:

- travel expenses
 - accommodation costs
 - loss of earnings
 - business interruption
 - indirect or consequential losses
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10. Venues

Course venue details will be confirmed in booking confirmations or joining instructions.



RLR MOT reserves the right to change venue where necessary, provided a suitable alternative is offered.

11. Liability

Training, consultancy, guidance, and materials provided by RLR MOT are supplied for professional education, operational guidance, and business support purposes.

Delegates and organisations remain responsible for ensuring that advice, learning, and materials are applied appropriately within their own workplace, regulatory framework, and legal obligations.

To the fullest extent permitted by law, RLR MOT shall not be liable for any indirect, incidental, consequential, or business losses arising from reliance upon training material, consultancy guidance, or course content.

Professional services delivered by RLR MOT are covered by appropriate **Professional Indemnity Insurance**.

12. Data Protection

RLR MOT processes personal data in accordance with its Privacy Policy and applicable UK data protection legislation, including the **UK GDPR** and **Data Protection Act 2018**.

Personal information provided during booking, registration, or course attendance will be used only for legitimate business, administrative, regulatory, and customer service purposes.

For full details, please refer to our Privacy Policy.

13. Contact Details

RLR MOT Ltd

Trading as **RLR MOT Training and Consultancy**

Email: info@rlrmot.co.uk

Telephone: 01279 353307

Website: www.rlrmot.co.uk