

****Booking Confirmation****

Upon processing your booking, RLR MOT Training and Consultancy will send you a confirmation email along with an invoice. Your booking is secured once we receive the payment. For bookings made less than 21 days before the course start date, immediate payment is required. Payment must be received within 21 days of the invoice date or before the training course begins, whichever comes first, regardless of the booking date. Payment methods include:

- ****Credit Card****: Securely through our online booking form, or by phone, fax, or post. Please note, we do not accept credit card details via email.
- ****BACS****: Direct bank transfers to RLR MOT Ltd (bank details available upon request).

****Fees****

All RLR MOT Training and Consultancy courses may be subject to VAT at the prevailing rate. Course fees cover tuition, course materials, and resources. Some courses may incur an administration or registration fee, referred to as a deposit or holding fee, which is non-refundable due to administrative costs and charges by governing bodies. Payments made on behalf of accommodation through RLR MOT Training and Consultancy to third parties are non-refundable and may be subject to a cancellation fee.

****Group Discounts****

A discount is available for groups of three or more from the same organization booking the same course. This discount applies only to RLR MOT Training and Consultancy courses and cannot be combined with other offers. Availability of discounted places is limited.

****Special Requirements****

RLR MOT Training and Consultancy endeavours to accommodate special requirements notified in advance on the booking form.

****Joining Instructions****

Instructions, including the course outline, venue details, map, and local hotel information, will be sent approximately 2-4 weeks before the course. If you have not received your instructions three days before the course, please contact us at info@rlrmot.co.uk. RLR MOT Training and Consultancy is not liable for non-receipt of joining instructions and will not issue refunds under such circumstances.

Terms and Conditions

****Course Transfers****

Transferring your booking to the same course on an alternative date is free of charge if notified in writing 21 days before the start, subject to availability. A transfer fee of 20% of the full course fee applies if the notice is received less than 21 days before the original course start date. No refunds are provided for transfers, and only one transfer is permitted per booking. Transfer requests must be made in writing to info@rlrmot.co.uk.

****Cancelling Your Place****

A full refund minus a 20% administration fee is available if you cancel in writing at least 28 days before the course start date. Withdrawals within the 28-day period will incur the full fee, even if a substitute attendee cannot be nominated. Substitutions are welcome up to two weeks before the course start date.

****Visa Requirements****

RLR MOT Training and Consultancy can provide an invitation letter once full payment is received. We are not responsible for Visa applications or associated costs. A full refund minus a 20% administration fee is available if a Visa application is declined, with proof provided.

****Non-attendance****

Failure to attend a course without prior notice will result in the full fee being payable, and no transfers will be allowed.

****Cancellation by RLR MOT Training and Consultancy****

RLR MOT Training and Consultancy reserves the right to alter programmes, trainers, fees, or venues, as necessary. In the event of course cancellation, only the course fee will be refunded; no additional costs will be covered.

****Venues****

Specific venue details will be provided in the joining instructions for all courses.

****Liability****

RLR MOT Training and Consultancy is not responsible for actions taken as a result of information or views expressed during training, including course materials. Opinions are those of individual trainers and not necessarily those of RLR MOT Training and Consultancy.