



ICMP Online Limited Terms & Conditions

These terms and conditions apply to courses and activities offered by ICMP Online Limited that do not form part of a recognised programme of higher education. This means that only ICMP's online courses offered are covered by these terms and conditions. We have different terms and conditions for other formats of short courses and courses that lead to a recognised degree, diploma or certificate of higher education. We use the word 'activity' in reference of Online Courses in these terms and conditions to avoid writing 'online courses' repeatedly.

Please read the notes below carefully.

1. Before you start the activity, we may ask you to supply your name and other basic information for our records. By supplying us with this information, you will formally acknowledge your agreement to the following terms and conditions. If your details are received, correct, and complete, we will register you on the activity you have booked and send you an email confirming that you have completed registration. This will be a contractual agreement between you and us.
2. If you change your mind about the activity, you have the legal right to cancel the contractual agreement between us, during the "Cooling Off period" –this means within 14 days starting from the day you purchase you're your activity. We will refund any fees already paid to us by you, or any financial sponsor, within 14 days of you cancelling the agreement. If you cancel within 14 days but the activity has already started, you may be required to pay for the part of the activity that has been provided until the time that you cancel the agreement. You cannot cancel the agreement after the activity has ended. You can cancel in writing by email or using the form found here: <https://www.icmp.ac.uk/short-course-refund-request>. We will promptly acknowledge receipt of your cancellation in writing via email.
3. We do not guarantee to offer every activity to all participants at the same price. From time to time, we may offer discounts or special offers for limited periods of time or for individuals in specific groups. We will not match these prices for participants who do not meet the relevant criteria.
4. If you need to withdraw from the activity due to exceptional circumstances after the cooling off period, you should inform us immediately. If, in our reasonable opinion, we agree that the circumstances are exceptional you may cancel the agreement between us immediately by written notice. You may be required to pay for the part of the activity that has been provided until the time that you cancel the agreement.
5. In the event that you cancel for any other reason (outside the cooling off period) fees are non-refundable. We will make all reasonable efforts to deliver the activity. If, for reasons beyond our

control, we cannot deliver the activity exactly as advertised (for instance if we need to change advertised guests, artists or songs because the advertised artists are no longer available) we will make all reasonable efforts to deliver the activity in a different way but to an equivalent standard. If we are unable to do so and we are therefore obliged to cancel all or part of the activity, we will refund the entire fee.

6. You (or your parents/guardians if you are under 18) may notify us prior to the activity if you have any specific and/or additional needs (for instance related to a disability). Where you notify us, we will seek to make reasonable adjustments to the activity to accommodate your needs. Relevant tutors and the course managers will be informed of these adjustments. Where you do not notify us in good time, we may not be able to adjust the activity.
7. During your online course, you must act in accordance with the ICMP Online terms and conditions which can be found on the website.