

CANCELLATION POLICY & PAYMENT INFORMATION

Payment dates: Direct debit payments are taken on the 1st of each month. All other payments should be made by the end of the first week of each term and should be made in full for the 2-month term.

Monthly charges & cancelled classes: As of 1st May 2019, all prices will be calculated on a monthly or termly basis. Each term will cover two months. The price has been calculated to take into account any known holidays, including two weeks closure during the Christmas/New Year period, as well as bank holidays where relevant. An additional 2 weeks have also been deducted to account for any unforeseen closures.

Please note that as we have already incorporated a reduction to the value of two classes (to allow for unforeseen cancellations by RHL), there will be no refunds or credits for class cancellations made by RHL. Whenever one of our tutors is unable to teach their class we try our utmost to find a cover tutor. Likewise, we try to find an alternative venue if the regular venue is unavailable. Sometimes this system will work in your favour as there may be less than two unforeseen class cancellations during the year. Occasionally there may also be times when, despite our best efforts, we have to cancel more than 2 classes. In this case, unless we need to cancel a significant number of additional classes we wouldn't expect to provide you with a refund, just as we wouldn't expect you to pay extra when we are successful in our aim to run all the classes during the year.

£2 per term per class has been added to 'non' direct debit payments to contribute towards the higher administration and banking costs.

Cancellations: If paying by direct debit, you may cancel at any point by contacting RHL by the 14th of the month in order for your cancellation to take effect for the following month. For example, you would need to contact RHL by the 14th of December to cancel your place from 1st January onwards. Cancellations received from the 15th onwards are liable for the following months charge in full.

For all other payment methods, cancellations must be received by the 14th of the 2nd month of the term in order for your cancellation to take effect for the following term. For example, for the January/ February term, you would need to cancel by the 14th February in order to cancel your place for the March/ April term. Cancellations received after the 15th of the second month of term will be liable for the following term in full. We are unable to offer refunds or credits part way through a term, regardless of whether you complete the course, unless in exceptional circumstances.

As much notice as possible of your intention to cancel would be greatly appreciated in order that we can offer your place to someone else. This helps us to keep the class prices as low as possible. Cancellations can be made by email, or by telephoning our office.

Holidays: Please note that in order to keep prices low for all, we are unable to make refunds or give credits for holidays, one-off medical appointments or occasional illness. However, if you will be unable to attend classes for several weeks due to illness or health conditions, please talk to the office in order that we can consider the individual circumstances.

Our Direct Debit provider: GoCardless is an established, Bacs approved Direct Debit provider, who work with over 30,000 business across the UK including Thomas Cook, the Guardian and HM Government.

- With GoCardless, you are notified that a payment is coming out 3 days in advance, giving you the chance to raise any issues about the payment and initiate a refund request if necessary.
- You are fully protected under the Direct Debit Guarantee, meaning you have the right to cancel and receive a full refund for any payment taken in error.
- You can cancel the Direct Debit mandate at any time for example through your online banking, immediately stopping future payments (although this will of course affect access to your class). If you cancel your Direct Debit mandate directly with your bank, please ensure that you also inform RHL
- GoCardless is authorised by the Financial Conduct Authority to provide payment services as an Authorised Payment Institution. It is also ISO 27001 accredited, (internationally accepted standard for information security).