

# ICMP London Online Courses

## TERMS AND CONDITIONS

Please read carefully:

1. If you change your mind about the course: 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 after we send you the email confirming you have completed enrolment. We will refund any fees already paid to us by you, or any financial sponsor, within 14 days of you cancelling the agreement, except a deduction pro rata for days studied where you start the course during the cooling off period.
2. Exceptional circumstances: If you need to withdraw from the course due to exceptional circumstances after the cooling off period, you should inform us immediately. If, in our reasonable opinion, we agree in writing that the circumstances are exceptional, you may cancel the agreement between us immediately by written notice.
3. In the event of a cancellation for any other reason (on your behalf) outside of the cooling off period leading up to or during the online course, the advance payment/course fees are non-refundable.
4. ICMP London reserves the right to suspend or terminate the tuition of any student who is demonstrating unacceptable behaviour and/or is under the influence of drugs and/or alcohol. In the case of termination or suspension, fees are non-refundable unless the decision to suspend or terminated is overturned at an appeal hearing.
5. ICMP London reserves the right to change any advertised tutors and songs at any time leading up to or during the online course.
6. This confirms that students will treat all ICMP online tutors with respect.
7. In the event of circumstances beyond the company's control, ICMP London reserves the right to cancel the online course/s.

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