

Cancellation Policy for Courses, Events, Examinations and Online Purchases

2025

RCPI Cancellation Policy for Courses, Events, Examinations and Online Purchases

This policy was updated in August 2025 and undergoes a review every three years from the date of approval. The policy is approved by RCPI Examinations Committee.

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| Policy Title | RCPI Cancellation Policy for Courses, Events, Examinations and Online Purchases |
| Approvers | Examinations Committee |
| Author(s) | Courses, Events & Examinations Departments |
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Cancelling your Attendance at an Examination

If you wish to cancel your attendance at an examination, please submit your request by email for the attention of the Examinations Team to helpdesk@rcpi.ie.

RCPI will respond to cancellation requests within two business days of receipt and will refund fees within 30 calendar days.

Refund entitlements for examinations are as follows:

| Notice of Cancellation Received from Candidate | Refund Amount |
|---|--|
| Before the application closing date for the Examination | Full refund minus a 10% administration fee |
| After the application closing date for the Examination | Not eligible for a refund |

Deferrals: Written Exams

Once exam applications have closed, candidates who can no longer sit the exam may request to defer their application to the next examination diet. This means both the application and fee will be transferred to the next sitting.

All deferral requests must be submitted no later than seven working days before the examination date. A non-refundable administrative fee of €100 applies. By submitting a deferral request and paying the fee, candidates will be removed from the registration list for the current examination.

The administrative fee must be paid within seven working days of submitting the deferral request. If payment is not received in time, both the deferral and the exam application will be cancelled, and the original examination fee will be forfeited.

In the case of exceptions applicable due to extenuating circumstances such as serious illness or bereavement:

- We may accept a late deferral request submitted less than seven working days before the examination date.
- You may also request a waiver of the €100 fee for the deferral of your application. This option may be availed of on one occasion only.

If you need to request a late deferral and/or a deferral fee waiver, you must do so in writing

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to the Examinations Operations Manager to exams@rcpi.ie, including your name, RCPI ID, date of birth and the exam name. Supporting documentation, such as a medical certificate, must be provided with your request. All requests are dealt with on a case-by-case basis.

| Deferral Request Received from Candidate | Deferral Fee |
|---|---------------------------|
| Before the application closing date for the Examination | Not eligible for deferral |
| After the application closing date for the Examination and up to 7 working days before the Examination date | Non-refundable fee €100 |

Deferrals: Clinical and Oral Exams

For clinical exams (Clinical, OSCE/Clinical, OSPE) and oral exams (LFOM/MFOM Portfolio & Viva, MFPHMI Part II and III) deferrals are only permitted in extenuating circumstances such as serious illness or bereavement. If you want to defer your application, please submit your request by email for the attention of the Examinations Operations Manager to exams@rcpi.ie, including your name, RCPI ID, date of birth and the exam name. Supporting documentation, such as a medical certificate, must be provided with your request. All requests are dealt with on a case-by-case basis.

We strongly advise all candidates applying to sit an exam in a clinical exam centre, to determine whether they require a Visa to travel before applying for an examination. Visa applications can take a number of weeks to process, and a number of countries have recently placed restrictions for entry.

The RCPI cannot offer refunds on the basis of delays or refusal of Visas. If there is a possibility of needing a Visa to travel to the Clinical Exam, the responsibility for obtaining this Visa in time lies with the candidate to ensure they can gain entry. Additionally, where Visas are refused, the College cannot offer refunds.

Cancellation of an Examination by the Royal College of Physicians of Ireland

RCPI reserves the right to cancel, reschedule the date or to change the location of an examination.

In the event of a reschedule or cancellation by RCPI, we will endeavour to inform all applicants at least six weeks prior to the examination date and offer a full refund or the option to transfer to another date, if applicable in accordance with the conditions outlined below.

RCPI acknowledges that many candidates travel internationally to take RCPI examinations and, on receipt of appropriate evidence and receipts, will reimburse candidates in accordance with the conditions outlined below.

RCPI reserves the right to cancel a candidate registration if payment is not received within ten working days of the examination date.

| Notice of Examination Cancellation Issued to Candidates by RCPI | Reimbursement Entitlement |
|---|--|
| More than 28 days (4 weeks) before Examination Date | No Refund |
| Between 27 days and 15 days before Examination Date | RCPI will refund flight costs or flight change costs, whichever is less. RCPI will not refund hotel accommodation. RCPI does not refund visa expenses. |
| 14 days or fewer before Examination Date | RCPI will refund flight costs or flight change costs, whichever is less. RCPI will refund hotel accommodation cancellation fees. RCPI does not refund visa expenses. |

Cancelling your Registration for a Course or Event

If you wish to cancel your registration for a course or event run by RCPI, please submit your request by email to helpdesk@rcpi.ie

We will normally respond to cancellation requests within two business days of receipt and will refund fees within 30 calendar days.

Refund entitlements for courses or events are as follows:

| Notice of Cancellation Received | Refund Amount |
|--|--|
| Short Courses - Up to three consecutive days duration | |
| 10 Working Days or more | Full refund minus a 10% administration fee |
| Less than 10 working days | Not eligible for a refund |
| Long Courses - Delivered over a period of weeks or months | |
| More than 30 days | Full refund minus a 10% administration fee |
| 30 days or less | Not eligible for a refund |

A refund may be granted if you are unable to attend due to extenuating circumstances. Incidents of extenuating circumstance will be reviewed on a case-by-case basis and alternative arrangements may be offered.

If you cancel your attendance or do not attend, your access to related educational resources in Brightspace, the RCPI Online Learning Platform, will be revoked and you will not be eligible for the associated CPD credits.

Courses with online modules and a workshop

If you cancel your attendance at a workshop and book an alternative date, if an alternative date is available, you will retain access to related educational resources in Brightspace. However, an administration fee will apply if your cancellation is less than 10 working days before the workshop date. The alternative workshop date must be within the same academic year.

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If you cancel attendance at a workshop and an alternative date is not available, you will be eligible for a refund if your cancellation is within the period for refunds. You will not retain access to related educational materials in Brightspace or a course for which you receive a refund.

If your cancellation is outside the period for refunds you will retain access to the related educational materials for the remainder of the academic year in which you booked the course.

If you wish to book an alternative date for a workshop beyond the current academic year, an administrative fee will apply. Note that the workshop may not be available in the following academic year, in which case a refund will not be possible.

Cancellation of Purchase Relating to an Online Course

If you wish to cancel the purchase of an online course, please contact helpdesk@rcpi.ie

We will normally respond to cancellation requests within two business days of receipt and will refund fees, where relevant, within 30 calendar days.

Refund entitlements for online courses are as follows:

| Notice of Cancellation Received | Refund Amount |
|---|---|
| Within 24 hours of purchase, if the course material has not been accessed or downloaded | Full refund and access to online educational resources for that course / event will be revoked |
| More than 24 hours but less than five days after purchase, if the course material has not been accessed or downloaded | Full refund less administration fee of 10% of purchase and access to online educational resources for that course / event will be revoked |
| Where course material has been accessed or downloaded | Not eligible for a refund and access to online educational resources is retained for the purchase period |

Terms and Conditions relating to non- attendance of courses for trainees on BST or HST schemes

RCPI requests that in the event you are unable to attend a mandatory course on the date allocated to you or the date you have pre-booked via the online system please:

- Attempt to swap the date with a colleague
- Notify RCPI @courses.ie of change of course booking with relevant details

If you are unable to identify a colleague to change / swap dates with you can contact helpdesk@rcpi.ie and we will provide you with an alternative date where possible in the same academic year.

For Simulation courses* we ask that you provide 2 weeks' notice of non -attendance.

| Notice of Cancellation Received | Penalty Fee Amount |
|---------------------------------|-----------------------------------|
| Simulation Courses* | |
| 10 Working Days or more | Training Director or NSD notified |
| Less than 10 working days | €100 |

Cancellation of a Course or Event by the Royal College of Physicians of Ireland

RCPI reserves the right to cancel a course or event.

RCPI reserves the right to reschedule the date or to change the location of a course or event.

If RCPI cancels or reschedules a course or event, RCPI will endeavour to inform all registered participants ten business days prior to the course or event start date. This is not always possible.

If a course or event is cancelled or rescheduled by RCPI, the registered participants will be offered a full refund or the option to transfer to another date, if available.

RCPI is not responsible for any other loss incurred by the participant as a result of a course or event being rescheduled or cancelled.

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RCPI reserves the right to cancel a participant's registration if payment is not received within ten working days of the course / event start date.

RCPI reserves the right to replace speakers or personnel scheduled to deliver a course or event.

***Simulation Courses include:**

- HST Advanced Gynaecological Surgical Skills
- HST Third and Fourth Degree Perineal Tears and Episiotomy Workshop
- HST Advanced Practical Skills
- HST Minimal Access Skills
- HST GIM Bedside Ultrasound
- BST Paediatric Procedural Skills
- BST Basic Practical Skills.
- Child Protection Recognition and Response

Return of an Item Purchased from the Royal College of Physicians of Ireland

If you wish to return an item such as a book or college merchandise purchased from RCPI, you may do so within 30 days of purchase by emailing helpdesk@rcpi.ie

RCPI will only accept the return of items purchased where the product was received in a damaged or defective state.

In the event that an item is found to be defective, RCPI will offer a replacement or refund and reimburse the cost of post and packaging.