

Websites and their usage

Official Websites

- RSL has one official website address www.rslawards.com as well as ownership of its old website www.rockschool.co.uk. No other websites in the UK are constituted as official RSL sites.
- RSL also has a system of representatives outside the UK each of which has one official website for their country. A list of these websites can be found on the UK site at <https://www.rslawards.com/choose-your-country>

User Accounts

- Users may create an RSL User Account to enable them to enter for exams, buy products from the Shop and access other areas of the website such as Downloads.
- When setting up a User Account each User will be assigned a user name and password. The User Account name should be quoted in any communications with RSL in conjunction with the entry or product code.
- User Account details should not be disclosed to any unauthorised third party and may be changed by the User at any time. It is the User's responsibility to make sure their password is kept secure to prevent fraudulent access to their account.
- Users should be aware that there is an automatic password reset on all accounts where the account has not been used for 90 days or more. Users should regularly login to their account to ensure their access remains current.
- In accordance with the Data Protection Act 1998, RSL will never release, use or sell any User Account details except where the User has given specific permission e.g. newsletter updates.
- User access will be restricted to certain parts of the RSL website. Users should use the dedicated sections of the RSL website for the purposes for which they were created. Any User suspected of using the website for any other purpose will have their access to the site permanently suspended.

Online Payments

- RSL accept payment by credit or debit card using Visa, Mastercard, Maestro or JCB.
- RSL use WorldPay as a secure method of payment for customers and are fully PCIDSS compliant.
- RSL accepts credit and debit cards in good faith and cannot be held liable for any third party dispute arising from their use by Users. Once an Online Entry or Shop purchase has been made and paid for, any chargeback by the User will be considered fraud.
- Users seeking online refunds must refer to the RSL terms and conditions.
- Where an Online Entry is made on behalf of more than one Candidate, a single online payment (i.e. one credit/debit card transaction) must be made by the Entrant. RSL cannot process separate online payments for each Candidate.

- RSL will adhere at all times to the Data Protection Act 1998. Individual card data is always encrypted and cardholder details are not retained once the transaction has been completed, or the User's session expires.
- All Users seeking to make Online Entry should be aged 18 or over.

Online Entry

- Online Entry is available for all Rockscool examinations in the UK and Ireland.
- Entries can only be made when logged in under an Entrant's User Account and by using the Online Entry System.
- The online entry is unable to facilitate exams outside of these two countries.
- RSL entrants outside of the UK and Ireland should apply directly to their representative or contact the International team.
- Users should ensure they have read the full Exam Regulations and RSL Terms and Conditions prior to making any examination entry.

Shop

- All Terms and conditions applicable to purchases made through our Shop can be found at www.rslawards.com/about-us/policies-and-regulations