

RSL Terms & Conditions

We are: RSL Awards Ltd trading as “RSL”, “RSL Awards”, “Rockschool” and “PAA”

Our address is: Harlequin House
7 High Street
Teddington, TW11 8EE

Company registration: 02610574

You are: Our customer

RSL cannot provide you with services until you have agreed to these Terms & Conditions. They represent the contract between you and RSL.

By entering for a qualification, course or exam, you agree to be bound by them. This agreement binds both you and us as soon as you become a customer ('Entrant': see 1.1(A) below). This agreement may be changed at any time. When it is changed, your own contract is not changed. The version posted here at the time you entered for a qualification, course or exam continues to be valid.

1 Definitions

1.1 The following definitions apply in these Terms & Conditions.

(A) 'Entrant'. An Entrant is the person who makes the qualification, course or exam entry.

This person may be:

- (i) the person who is to be assessed;
- (ii) a parent or guardian of the person who is to be assessed;
- (iii) a school, college or other educational institution;
- (iv) an individual teacher entering multiple Candidates/Learners.

(B) 'Candidate/Learner'. A Candidate/Learner is the person who is taking the qualification, course or examination.

These two terms are used interchangeably in these Terms & Conditions where each term best describes the person being addressed.

1.2 **www.rslawards.com ('our Website').** This means the entire computing hardware and software installation that is or supports our Website.

1.3 **'Services'.** This means the services we offer for sale on our Website and via other third parties and includes generally available updates and support services in so far as specified for each service.

1.4 **'Content'.** This means any material in any form published on our Website or in hard copy by us or any third party with our consent.

2 Our Contract with You

2.1 These terms and conditions regulate the business relationship between you and us. When you buy services from us, you agree to be bound by them.

2.2 No person under the age of 18 may purchase Services. If you are under 18, please ask an adult for help with your purchase.

2.3 RSL may change these Terms & Conditions from time to time. The Terms & Conditions that apply to you are those posted on our Website.

2.4 Entrants agree that they have provided, and will continue to provide, accurate, up to date, and complete information about themselves and any candidates/learners which they enter for RSL qualifications, courses or exams. RSL requires this information to fulfil the services within the contract.

2.5 RSL will treat as void any transactions between any unauthorised third parties if we suspect that such transactions are initiated by invalid account users.

2.6 Entrants agree to accept responsibility for all activities and transactions that take place under their account and password. Entrants should tell RSL immediately if they believe that an unauthorised third party has accessed the Entrant's account without the Entrant's authorisation. Entrants are required under such circumstances to reset their passwords without delay.

2.7 The Entrant represents that any username or email address selected by them, when used alone or in combination with a second or third level domain name, does not interfere with the rights of any third party and has not been selected by the Entrant for any unlawful purpose.

2.8 The Entrant acknowledges and agrees that RSL shall not be liable to the Entrant in the event that RSL is ordered or required by a court or judicial authority to desist from using or permitting the use of a particular domain name as part of a username or email address.

2.9 Nothing in these Terms & Conditions or on our Website shall confer on any third party any benefit under the provisions of the Contracts (Rights of Third Parties) Act 1999.

3 Governing Law and Jurisdiction

3.1 These Terms & Conditions, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed according to English law.

3.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection these Terms & Conditions or their subject matter or formation (including non-contractual disputes or claims).

4 Finance and charges

- 4.1 RSL Awards Ltd trading as “RSL”, “RSL Awards”, “Rockschool” and “PAA” is a limited, and VAT registered company
- 4.2 RSL accepts payment for services by Visa, Mastercard, JCB, BACS or cheque.
- 4.3 All fees for services must be fully cleared before RSL can release any service outcomes to the entrant.
- 4.4 Changes requested by the entrant to services provided as advertised, may incur penalty fees or charges.
- 4.5 RSL charges for services are available in multiple currencies, and can be paid for using RSL’s World Pay portal.
- 4.6 Non-sterling payments including Euro payments may only be made using card or bank transfer.
- 4.6 All foreign currency exchange rates are set annually by RSL at a fixed rate.
- 4.6 Any refunds must be granted in writing by an appropriate member of staff and will only be refunded by cheque
- 4.7 Prices are as advertised at the time of booking by the entrant. No refunds will be given if prices are reduced after entry.

Full regulations and conditions pertaining to specific assessment can be found at <https://www.rslawards.com/about-us/policies-regulations/>