



OTHM Online Payment Policy

Terms and Conditions, Refund and Cancellation, Security and Privacy Policy

1. Introduction

Effective from March 2011, The Organisation for Tourism and Hospitality Management (OTHM) will accept payments online facility that securely connects to Barclays Bank Service (UK), for secure processing of credit card transactions online.

2. Terms & Conditions

Welcome to the OTHM website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern The Organisation for Tourism and Hospitality Management's relationship with you in relation to this website.

These terms and conditions govern your use of our website; by using our website, you accept these terms and conditions in full. If you disagree with these terms and conditions or any part of these terms and conditions, you must not use our website.

The use of this website is subject to the following terms of use:

- ❖ You must be at least 18 years of age to use our website. By using our website and by agreeing to these terms and conditions you warrant and represent that you are at least 18 years of age.
- ❖ The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- ❖ Neither OTHM nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by United Kingdom laws.
- ❖ Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your responsibility to ensure that any OTHM educational provision, products and services or information available through this website meet your specific requirements.
- ❖ This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

- ❖ All trademarks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.
- ❖ Unauthorised use of this website may give rise to a claim for damages and / or be a criminal offence.
- ❖ From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). OTHM have no responsibility for the content of the linked website(s).
- ❖ You may not create a link to this website from another website or document without OTHM's prior written consent.
- ❖ Your use of this website and any dispute arising out of such use of the website is subject to the laws of United Kingdom.

2. User Registration and Passwords

In order to access and use the Website and / or the educational provision, products and services, you are required to complete the applicable registration form.

You must ensure that the details provided by you on registration or at any time are correct and complete.

You must inform us immediately of any changes to the information that you provided when registering by updating your personal details in order that we can communicate with you effectively.

You are solely responsible in all respects for protecting the confidentiality of any password given to you or selected by you for access to or use of the Website and /or educational provision, products and services.

Your password may only be used by you personally and you must not share it with or transfer it to any third parties. You are solely responsible for any and all activities that occur under your password and account.

3. Your acceptance of these terms:

By registering to use the Website or by otherwise agreeing to be supplied with the educational provision, products and services, you agree to be legally bound by these Terms, and that your use of the Website and the educational provision, products and services will be on these Terms alone.

4. Breaches of these terms and conditions

Without prejudice to our other rights under these terms and conditions, if you breach these terms and conditions in any way, OTHM may take such action as it deems appropriate to deal with the breach, including suspending your access to the website.

5. The Provision

The Organisation for Tourism and Hospitality Management's educational provisions, products and services purchased on line may comprise the following elements:

- ❖ OTHM Student Membership Registration fees
- ❖ Examination and Registration Fees
- ❖ Workshops
- ❖ Costs for field trips,
- ❖ Exemptions (RPL and APEL) fees
- ❖ Reassessment fees (Appeals against assessment results)
- ❖ Replacement Certificate; Replacement transcripts; ID card (original free) and Late enrolment / Registration fees

6. Methods of Payment

The Organisation for Tourism and Hospitality Management accepts Credit card / Debit card for online payments.

7. Payment Conditions

Payment for all educational provisions, products and services purchased shall be made in advance and in UK pounds sterling (or such other currency as agreed between you and OTHM) by credit or debit card.

You must provide OTHM with complete and accurate payment information. By submitting payment details you promise that you are entitled to purchase OTHM educational provisions, products and services using those payment details.

If we do not receive payment authorization or any authorization is subsequently cancelled, we may immediately terminate or suspend your access to the educational provisions, products and services and may in suspicious circumstances contact the issuing bank and/or law enforcement authorities / other appropriate third parties.

8. Cancellation & Refund Policy

As you will be aware, the OTHM educational provision, products and services are scheduled months in advance and have therefore the following cancellation policy.

The Organisation for Tourism and Hospitality Management (OTHM) does not accept cancellation and or refund requests for any of its provisions, products and services purchased on line as follows:

- ❖ The OTHM student enrolment, examinations entry / registration become effective instantaneously as soon as a student has paid for and as such OTHM does not refund once a student is enrolled.
- ❖ Examination and student membership fees are non-refundable once a student's account is activated
- ❖ Because of the upfront investment in training materials and administrative details, workshops and services fees are non- refundable and cancellations are not permitted.

9. Payment Security and Privacy

OTHM is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. The information you give us electronically will only be used for the purpose you intended.

OTHM uses all reasonable efforts to safeguard the confidentiality of your credit or debit card details such as encryption technology and firewalls. Your credit card number and contact information will be provided to Barclaycard Services UK. Barclaycard Services UK has its own privacy and data collection practices and OTHM has no responsibility or liability for these independent practices.

If you are in a public place we strongly advise you to make sure that you are not being observed by someone as you enter your details. This is to prevent them being misused by someone else.

10. OTHM Customer Service Contact

If there are any questions regarding OTHM educational provision, products and services you may contact us using the following address below:

Miss Tsvetelina Yordanova (OTHM Customer Services)

OTHM: SBC House, Restmor Way, Wallington, Surrey, SM6 7AH.

Telephone no: 0208 8773 7677
e-mail: tsvetelina@othm.org.uk