



Association of Research  
Managers and Administrators

## Terms & Conditions

These Terms & Conditions apply to registrations made for the following ARMA activities:

1. Annual Membership;
2. Training & Development Programme;
3. Online Resources (webinars and the purchase of digital media);
4. Annual Conference; and
5. Professional Qualifications.

### ANNUAL MEMBERSHIP

#### 1. The Membership Contract

- 1.1. By completing the "Join Us" details on the ARMA website (<https://www.arma.ac.uk/createMember>) you are undertaking to join the Association, resulting in a legally binding contract.
- 1.2. At the point of renewal of your membership, your renewal payment is confirmation of the continued acceptance of this contract.
- 1.3. You may not transfer any of your rights and obligations under these terms and conditions to another person.

#### 2. Cooling off Period

- 2.1. We offer a 7 working days' cooling off period for new members, effective from the day the "Join Us" process was completed. This will allow you to cancel your membership without any penalty.
- 2.2. If you wish to cancel your new membership subscription, you must notify us within these 7 working days in writing via email to [membership@arma.ac.uk](mailto:membership@arma.ac.uk).

#### 3. Payment Terms

- 3.1. Payment must be received within 30 days of invoice date, which is automatically generated during the "Join Us" process.
- 3.2. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.

### TRAINING & DEVELOPMENT PROGRAMME

#### 4. Payment Terms

- 4.1. Payment must be received before the start of the Event or within 30 days of invoice date, whichever is the sooner. International bookings will not be confirmed until payment has been received.
- 4.2. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.

4.3. Where payment is not made prior to the start of the Event, we will permit entry to the Event if:

- the delegate pays using a credit/debit card at the Event registration; or
- provides a valid purchase order number from their institution.

4.4. Failure to comply with these payment terms will result in refused entry to the Event.

#### 5. Cancellations, non-attendance, transfers and substitutions

5.1. All cancellations and requests to transfer must be made in writing to the Events Administrator either by email ([events@arma.ac.uk](mailto:events@arma.ac.uk)) or letter and will be acknowledged in writing.

##### *Cancellations*

- 5.2. There is no charge for cancellations received 61 or more days before the start of an Event.
- 5.3. Cancellations received 29-60 days before the start of an Event are subject to a cancellation fee of 25% of the Event fee.
- 5.4. Cancellations received 15-28 days before the start of an Event are subject to a cancellation fee of 50% of the Event fee.
- 5.5. Cancellations received 0-14 days before the start of an Event are subject to a cancellation fee of 100% of the Event fee.
- 5.6. If the delegate has previously transferred from an alternative Event or Event date and then subsequently cancels from the new Event or Event date, then the cancellation fee charged will revert to the balance of the fees applicable at the time of the original transfer.

##### *Non-attendance*

5.7. If the delegate fails to attend the Event, the full Event fee is payable.

##### *Transfers (Non-residential Events)*

- 5.8. There is no charge for transferring to an alternative Event or Event date, provided the request is received 29 or more days before the start of the original Event. One free transfer can be made per delegate, per annum after which there will be a transfer fee of 25% of the original Event fee for each further transfer request.
- 5.9. Requests to transfer received 15-28 days before the start of the original Event will be subject to a transfer fee of 50% of the original Event fee.

- 5.10. Requests to transfer received 0-14 days before the start of the original Event will be subject to a transfer fee of 75% of the original Event fee.

#### *Transfers (Residential Events)*

- 5.11. There is no charge for transferring to an alternative Event or Event date, provided the request is received 43 or more days before the start of the original Event. One free transfer can be made per delegate, per annum after which there will be a transfer fee of 25% of the original Event fee for each further transfer request.
- 5.12. Requests to transfer received 29-42 days before the start of the original Event will be subject to a transfer fee of 50% of the original Event fee.
- 5.13. Requests to transfer received 0-28 days before the start of the Event will be subject to a transfer fee of 75% of the original Event fee.

#### *Transfers (Non-residential to Residential Events)*

- 5.14. There is no charge for transferring from a non-residential to a residential event other than the difference in the Event fee, provided the request is received 43 or more days before the start of the residential event. One free transfer can be made per delegate, per annum after which there will be a transfer fee of 25% of the original Event fee for each further transfer request.
- 5.15. Requests to transfer received 29-42 days before the start of the original Event will be subject to a transfer fee of 50% of the original Event fee.
- 5.16. Requests to transfer received 0-28 days before the start of the original Event will be subject to a transfer fee of 75% of the original Event fee.

#### *Transfers (Residential to Non-residential Events)*

- 5.17. There is no charge for transferring from a residential to a non-residential event and a refund of any difference between Event fees will be made, provided the request is received 43 or more days before the start of the residential event. One free transfer can be made per delegate, per annum after which there will be a transfer fee of 25% of the residential Event fee for each further transfer request.
- 5.18. Requests to transfer received 29-42 days before the start of the residential Event will be subject to a transfer fee of 50% of the residential Event fee.
- 5.19. Requests to transfer received 0-28 days before the start of the residential Event will be subject to a transfer fee of 75% of the residential Event fee.

#### *Substitutions*

- 5.20. Delegates may send a substitute to an Event but must give ARMA a minimum notice of 5 working days.
- 5.21. A substitute delegate must be a member of ARMA.

## **6. Visa refusal refund policy**

*The following policy applies to Event bookings where the delegate requires a student or work visa in order to enter the UK.*

- 6.1. If you are booking for an Event and are travelling from a country outside the European Economic Area (EEA) you may require a student or work visa in order to gain entry to the UK. More information is found at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk).
- 6.2. Please allow sufficient time before the start of the Event for your visa application procedure. If you are refused a visa we will provide a full refund of the Event fee. In order to make the refund we will require a copy of your visa application and the notification of rejection of the application.
- 6.3. Where we are informed of a visa application refusal less than 29 days before the start of the Event, you will incur an administration fee of 50% of the Event fee.

## **ONLINE RESOURCES (WEBINARS AND THE PURCHASE OF DIGITAL MEDIA)**

### **7. Payment Terms**

- 7.1. Payment must be received before the start of a Webinar or within 30 days of invoice date, whichever is the sooner. International bookings will not be confirmed until payment has been received.
- 7.2. Payment must be received before access to digital media is granted. Payment must be received within 30 days of invoice date.
- 7.3. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.
- 7.4. Where payment is not made prior to the start of a Webinar, we will permit participation if:
- the delegate pays online via the ARMA website using a credit/debit card immediately prior to the Webinar commencing; or
  - provides a valid purchase order number from their institution.
- 7.5. Failure to comply with these payment terms will result in refused participation in a Webinar or delayed access to the digital media.

### **8. Cancellations, non-participation and substitutions**

- 8.1. All cancellations and requests to transfer or make a substitution must be made in writing to the Events Administrator either by email ([events@arma.ac.uk](mailto:events@arma.ac.uk)) or letter and will be acknowledged in writing.

#### *Cancellations - Webinars*

- 8.2. There is no charge for cancellations received 61 or more days before the start of a Webinar.
- 8.3. Cancellations received 29-60 days before the start of the Webinar are subject to a cancellation fee of 25% of the Webinar fee.

- 8.4. Cancellations received 15-28 days before the start of the Webinar are subject to a cancellation fee of 50% of the Webinar fee.
- 8.5. Cancellations received 0-14 days before the start of the Webinar are subject to a cancellation fee of 100% of the Webinar fee.

*Cancellations – Digital Media*

- 8.6. If you change your mind and decide you do not want to access the Digital Media, a cancellation fee of 50% of the Digital Media fee will apply.

*Non-participation - Webinars*

- 8.7. If the delegate fails to participate in a Webinar, the full Webinar fee is payable.

*Substitutions - Webinars*

- 8.8. Participants may nominate a substitute to participate in a Webinar but must give ARMA a minimum notice of 5 working days.
- 8.9. A substitute participant must be a member of ARMA.

cancellation fee of 25% of the Annual Conference fee.

- 10.4. Cancellations received 15-28 days before the start of the Annual Conference are subject to a cancellation fee of 50% of the Annual Conference fee.

- 10.5. Cancellations received 0-14 days before the start of the Annual Conference are subject to a cancellation fee of 100% of the Annual Conference fee.

*Non-attendance*

- 10.6. If the delegate fails to attend the Annual Conference, the full Annual Conference fee is payable.

*Substitutions*

- 10.7. Delegates may send a substitute to the Annual Conference but must give ARMA a minimum notice of 10 working days.
- 10.8. A substitute delegate must be a member of ARMA.

**ANNUAL CONFERENCE**

**9. Payment Terms**

- 9.1. Payment must be received before the start of the Annual Conference or within 30 days of invoice date, whichever is the sooner. International bookings will not be confirmed until payment has been received.
- 9.2. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.
- 9.3. Where payment is not made prior to the start of the Annual Conference, we will permit entry to the Annual Conference if:
- the delegate pays using a credit/debit card at Annual Conference registration; or
  - provides a valid purchase order number from their institution.
- 9.4. Failure to comply with these payment terms will result in refused entry to the Annual Conference.
- 9.5. Delegates are responsible for booking their own accommodation at the Annual Conference. Details of discounted rates at hotels local to the Annual Conference will be sent to you after your delegate place has been confirmed.

**10. Cancellations, non-attendance and substitutions**

- 10.1. All cancellations and requests to transfer or make a substitution must be made in writing to the Events Administrator either by email ([events@arma.ac.uk](mailto:events@arma.ac.uk)) or letter and will be acknowledged in writing.

*Cancellations*

- 10.2. There is no charge for cancellations received 61 or more days before the start of the Annual Conference.
- 10.3. Cancellations received 29-60 days before the start of the Annual Conference are subject to a

**PROFESSIONAL QUALIFICATIONS**

**11. Payment Terms**

- 11.1. Payment must be received before the Qualification start date or within 30 days of invoice date, whichever is the sooner. International bookings will not be confirmed until payment has been received.
- 11.2. We accept payment by direct credit (BACS), cheque or selected credit/debit cards.
- 11.3. Where payment is not made prior to the Qualification start date, we will permit study to commence if the student provides a valid purchase order number from their institution.
- 11.4. The Qualification registration fee (for all three qualification levels includes three years' registration with the ATHE. If the student delays their progress through the qualification such that they fail to submit all assessed work within the 5 assignment periods or (30 months of) following their registration ARMA will charge a re-registration fee of £100. All students need to be registered with the ATHE at the time of their final registration and graduation.
- 11.5. Failure to comply with these payment terms will result in refusal to commence study.

**12. Visa refusal refund policy**

*The following policy applies to Qualification registrations where the student requires a student or work visa in order to enter the UK.*

- 12.1. If you are registering for an ARMA Qualification and are travelling from a country outside the European Economic Area (EEA) you may require a student or work visa in order to gain entry to the UK. More information is found at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk).

12.2. Please allow sufficient time before the Qualification start date for your visa application procedure. If you are refused a visa we will provide a full refund of the Qualification registration fee. In order to make the refund we will require a copy of your visa application and the notification of rejection of the application.

12.3. Where we are informed of a visa application refusal less than 29 days before the Qualification start date, you will incur an administration fee of 50% of the Qualification registration fee.

### 13. Cancellations, non-attendance and transfers

13.1. All cancellations and requests to transfer must be made in writing to the Qualifications Administrator either by email ([qualifications@arma.ac.uk](mailto:qualifications@arma.ac.uk)) or letter and will be acknowledged in writing.

#### *Cancellations*

13.2. There is no charge for cancellations received 61 or more days before the Qualification start date.

13.3. Cancellations received 29-60 days before the Qualification start date are subject to a cancellation fee of 25% of the student registration fee.

13.4. Cancellations received 15-28 days before the Qualification start date are subject to a cancellation fee of 50% of the student registration fee.

13.5. Cancellations received 0-14 days before the Qualification start date are subject to a cancellation fee of 100% of the student registration fee.

13.6. If the student fails to attend/commence study, 100% of the student registration fee is payable.

13.7. If the student wishes to cancel from the Qualification once study has commenced, the full fee is payable.

#### *Transfers*

13.8. There is no charge for transferring to an alternative Qualification or Qualification start date, provided the request is received 29 or more days before the Qualification start date.

13.9. Requests to transfer received 15-28 days before the Qualification start date will be subject to a transfer fee of 15% of the student registration fee.

13.10. Requests to transfer received 0-14 days before the Qualification start date will be subject to a transfer fee of 30% of the student registration fee.

13.11. Students are unable to transfer to another Qualification or Qualification cohort once they have commenced study.

13.12. Substitution of a new student from the same institution to take the place of an already registered student will be accepted within 8 months after the qualification start date, but only if the registered student has not yet submitted any work for assessment. Substitutions will be subject to a charge of 25% of the relevant

qualification fee. All students registered on the UK Research Organisations and UK Funding Organisation qualification pathways must be current members of ARMA.

### GENERAL

14. ARMA reserves the right to charge interest on any outstanding invoice beyond the payment date/conditions listed above, at the rate of 'statutory interest' which is 8% over the current Bank of England base rate.

15. You must be an ARMA member to engage in ARMA activities. ARMA does not provide support and/or services to non-ARMA members. Non-members will be prompted to join the Association when beginning a registration process and the standard, individual membership fee will be charged.

16. You will receive automated email confirmation of your event or qualification registration upon booking. Confirmation of the event or qualification details will be issued by the ARMA Executive Office no later than 7 working days prior to the event or qualification start date. This will include confirmation of timings, location and programme. If you do not receive these details, please contact the Office via email at [events@arma.ac.uk](mailto:events@arma.ac.uk) or [qualifications@arma.ac.uk](mailto:qualifications@arma.ac.uk).

17. If you are added to an event or qualification waiting list, we will notify you no later than 5 working days prior to the start date if a place becomes available. Places will be allocated on a first come, first served basis. The standard payment terms will apply.

18. It may be necessary for reasons beyond ARMA's control to change the content, timing, speakers or venue for an event.

19. ARMA reserves the right to cancel an event or webinar if there are insufficient registrations. We will cancel events or webinars not later than 5 working days prior to the scheduled start date. In this instance, we will issue a full refund of event fees or, if the registrant prefers we will provide the option to transfer to another event or webinar.

20. ARMA reserves the right to cancel a Qualification cohort if there are insufficient registrations. We will cancel Qualification cohorts not later than 15 working days prior to the scheduled start date. In this instance, we will issue a full refund of qualification fees or, if the registrant prefers we will provide the option to transfer to the next available qualification cohort.

21. ARMA will not accept responsibility for any travel or other costs incurred by the registrant should an event, webinar or Qualification cohort be cancelled or postponed.

22. Programmes are correct at the time of going to print. However, alterations may occasionally be necessary due to circumstances beyond our control.

23. ARMA will not accept responsibility for any equipment delegates chose to bring with them to an event.

24. Views expressed by event leaders, speakers and contributors, webinar providers, qualification assessors

and/or qualification professional mentors are their own. ARMA does not accept any liability for advice given or views expressed by them or in any notes of documentation provided to delegates or students.

25. Please note that for promotional purposes, there may be a professional photographer and/or video production taking place at the event you are attending.
26. ARMA reserves the right to revise these terms and conditions without notice.
27. For general enquires about these Terms and Conditions, please contact [enquiries@arma.ac.uk](mailto:enquiries@arma.ac.uk).

**ARMA (UK) LTD**  
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