



## Registered Nursing Home Association

### **Cancellation Policy**

Cancellation must be made through our Customer Relations Team on 0121 451 1088 (ext. 104). Lines are open Monday to Thursday 8.30 am to 4.30pm and Friday 8.30 am to 4.00 pm. We reserve the right to process and charge in full for any disclosures unless we have received notice of cancellation before submission to the CRB. Any payments you have made for disclosures that have been properly cancelled will be re-credited to you.

Despite the above provision, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent. If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for re-credit to your card.

We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service as a result of breach of any obligation under these terms, such termination would be immediate and without notice.

---