



The International Association of Maritime Institutions

IAMI

Financial Refund Policy

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
IAMI Directors	Ver 1	Nov 2018	Nov 2021	Secretary, IAMI

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1. Introduction

IAMI are committed to ensuring that members and their clients receive the expected level of service, with regard to quality and consistency.

2. Financial payments

IAMI will process all requests for their services on receipt of an instruction and/or payment.

Specific payments are made for specific services, such as examination fees, exemption from academic assessment, and assessment services. Each service will incur a separate fee payable, and as such each payment is linked to a specific service.

IAMI members and employees will undertake the requested service on receipt of the correct payment, with regard to the full payment being made within the stipulated time scale. Late payment requests can not be processed as the service requested may not be able to be fully completed within the expected time scale.

3. Financial refunds

IAMI will refund the full payment made for their services, where the services have not been fully delivered, due to:

- a. Delayed action by an IAMI employee,
- b. Failure of the IAMI systems to process the service

IAMI will not refund payments made where the delay to services is due to the actions or inactions of a third party, of which IAMI have not direct control.

4. Appeal to policy

IAMI will accept any appeal to this policy, and these should be sent to the IAMI Secretary at secretary@iami.org.uk

5. Policy Review

The effectiveness of this policy will be reviewed every three years considering experience and best practice. This mechanism also recognises that changes as a result of experience may prompt a review of the policy before the end of this three-year period.