Annexure A – Red Hat

1. Enrolments

1.1.1. Delegates attending a Red Hat course or exam who do not have an existing RHNID (username) will be required to create a once off RHNID per individual and not per course or exam, by registering directly on the Red Hat page.

2. Re-Attendance

2.1. Re-attendance options and benefits do not apply to any Red Hat courses attended at Torque IT as per the Vendor's Terms and Conditions.

3. Cancellation

3.1. The cancellation period for training on any Red Hat course or exam is 14 calendar days, prior to the course or exam start date. In the event of the delegate/company cancelling or postponing a course or exam 14 or more calendar days before the course or exam commencement, there will be no charge to the delegate/company.

3.2. A 100% cancellation fee will be levied for cancellations made less than 14 calendar days before course or exam commencement date.

3.3. The delegate/company may reschedule a course or exam up to 14 calendar days prior to the course or exam start date.

3.3.1. If a delegate is unable to sit their confirmed Red Hat classroom-based exam for medical reasons, Torque IT must be notified immediately.

3.3.2. Client to submit a doctor's certificate to this effect within 3 working days.

3.3.3. If a booked exam slot is not postponed, or cancelled, within the required time frame as stated in the Torque IT enrolment terms and conditions and or a recognized doctor's certificate is not provided as per the above, the associated exam fee will be charged in full.

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