

DMP TRAINING

Course Cancellation Transfer and Substitution Policy

DMP Training UK Ltd

Effective from	16 September 2026
Review date	September 2027
Company number	08761923
VAT number	212949604

This policy explains how cancellations, transfers, substitutions and delivery changes are handled across DMP's scheduled, employer-funded, on-site, virtual, digital and regulated training. It is designed to provide fair notice to customers while protecting the trainer capacity, compliance administration and third-party commitments required to deliver high-quality logistics training.

Important Nothing in this policy limits an individual consumer's statutory rights.

1 Purpose and scope

DMP Training UK Ltd (DMP Training, DMP, we, us or our) provides compliance-led training and workforce development services to the UK logistics and transport sector.

This policy applies to:

- scheduled classroom and virtual courses;
- Driver Certificate of Professional Competence (Driver CPC) training;
- compliance, safety and operational training;
- employer-only and on-site courses;
- bespoke course development and delivery;
- e-learning and other digital training; and
- associated assessments, registrations and certification services.

It applies to organisations, employers and individuals booking directly with DMP. Where a signed proposal, framework agreement or booking confirmation contains different cancellation terms, those agreed terms will take precedence, except where this would limit an individual consumer's statutory rights.

2 Booking responsibility

The person or organisation making the booking is responsible for:

- providing accurate delegate information;
- checking that the selected course is appropriate;
- ensuring delegates meet any licence, experience, language, identity or technical requirements;
- ensuring delegates are available for the full course;
- paying the course fee and any applicable cancellation charges; and
- passing joining instructions and course requirements to each delegate.

For employer-funded bookings, the employer or contracting organisation remains responsible for the booking even where the delegate communicates directly with DMP.

3 How to cancel or request a change

Cancellations, transfers and delegate substitutions must be requested in writing using the contact details shown on the booking confirmation.

The request must include:

- the booking reference;
- course title and date;
- customer or employer name;
- delegate name or names; and
- whether cancellation, transfer or substitution is requested.

Notice is measured from the time the written request is received by DMP. A working day means Monday to Friday, excluding public holidays in England and Wales. The course date is not included when calculating the notice period.

4 Scheduled open courses

The following charges apply where a customer cancels a place on a scheduled classroom or live virtual course:

Notice received before the course	Cancellation charge
15 or more working days	No charge and course fee refunded
6 to 14 working days	50 percent of the course fee
0 to 5 working days	100 percent of the course fee
Non-attendance	100 percent of the course fee

Any refund due will normally be made to the original payment method within 14 calendar days. Charges are inclusive or exclusive of VAT in the same way as the original quoted course fee. VAT will be accounted for where applicable.

5 Transfers to another course date

A customer may request one transfer to another available date without charge where DMP receives at least six working days' notice.

The replacement course must normally:

- be booked at the time the transfer is agreed;
- take place within six months of the original course date; and
- be of the same type and value, unless any price difference is paid.

A transferred booking is not normally refundable. A second transfer, cancellation of the transferred place, or failure to attend will be charged at 100 percent of the course fee.

Requests received fewer than six working days before the course will normally be treated as cancellations, although DMP may agree a transfer at its discretion.

6 Delegate substitutions

DMP will normally accept a suitable replacement delegate without charge.

Substitution details should be provided as early as possible and normally at least one working day before delivery. The replacement delegate must:

- meet all course prerequisites;
- provide any required identity or licence information;
- complete any required pre-course work; and
- be eligible for the relevant qualification, accreditation or Driver CPC training.

DMP may refuse a substitution where there is insufficient time to complete mandatory registration or eligibility checks.

7 Employer-only on-site and private courses

Employer-only, on-site and privately commissioned courses require DMP to reserve trainer capacity and may involve venue, travel, accommodation, equipment and course-development commitments.

The following charges therefore apply:

Notice received before delivery	Cancellation or postponement charge
21 or more working days	No course fee, but committed external costs and completed bespoke work remain payable
11 to 20 working days	50 percent of the agreed course fee plus committed external costs
0 to 10 working days	100 percent of the agreed course fee plus committed external costs

External costs may include non-refundable venue hire, trainer travel or accommodation, equipment hire, awarding-body charges and materials purchased specifically for the booking. DMP will take reasonable steps to reduce avoidable costs.

A customer-requested change of date is treated as a postponement. Where a new date is agreed, DMP may credit part of the postponement charge against the rearranged delivery at its discretion.

8 Bespoke course design and consultancy

Where DMP has been commissioned to research, design, adapt or brand training materials, charges for work already completed are non-refundable.

Following cancellation, the customer must pay for:

- design and development work completed up to the cancellation date;
- meetings, consultation and compliance research already undertaken;
- customised materials already produced; and
- any non-cancellable third-party commitments.

Unless otherwise agreed in writing, ownership and use of bespoke materials remain subject to DMP's intellectual-property terms.

9 Driver CPC and regulated training

Driver CPC and other regulated courses are subject to attendance, identity and approval requirements imposed by the relevant authority.

Delegates must:

- attend the full required training period;
- arrive by the time stated in the joining instructions;
- remain engaged throughout the course;
- comply with identity and monitoring checks; and
- produce an acceptable original identity document where required.

For Driver CPC training, acceptable identification may include a photocard driving licence, valid passport, digital tachograph card or Driver Qualification Card, in accordance with current requirements.

A delegate who arrives late, leaves early, cannot verify their identity, attends the wrong category of course, or fails to participate sufficiently may be refused admission or may not receive attendance credit. This will normally be treated as non-attendance and no refund will be due.

DMP cannot guarantee that training will count towards a delegate's Driver CPC where inaccurate information has been supplied, the delegate is not eligible, or the delegate has selected training that does not meet their intended National or International Driver CPC requirements.

Any government, awarding-body, certification, assessment or upload fee already incurred is non-refundable.

10 Virtual classroom training

Delegates attending live virtual training are responsible for having:

- a suitable computer or device;
- a reliable internet connection;
- a working camera, microphone and speakers;
- access to the specified online platform;
- a quiet and appropriate learning environment; and
- any identification required for monitoring purposes.

Delegates should test their equipment before the course. DMP will provide reasonable assistance, but a failure involving the delegate's equipment, connection or local IT restrictions will normally be treated as late arrival or non-attendance.

Where a material failure of DMP's systems prevents delivery, section 13 of this policy will apply.

11 E-learning and digital content

Where access to an e-learning course, digital licence or downloadable material has not been activated, DMP may agree cancellation or transfer in line with the booking terms.

Once access has been activated, a licence key has been issued, digital content has been downloaded, or substantial use has begun, the fee is normally non-refundable, except where:

- the product is faulty or materially different from its description;
- DMP is unable to provide the purchased access; or
- the customer has statutory cancellation rights that have not been validly waived.

Access is personal to the registered learner unless DMP agrees otherwise. Unused digital access may not be transferred between learners without written approval.

12 Exceptional circumstances

DMP recognises that transport operations can be affected by serious illness, bereavement, emergency call-outs, severe weather, road closures and other unexpected events.

Where evidence of exceptional circumstances is provided, DMP may offer a transfer or account credit outside the standard terms. Any such decision is discretionary, considered case by case and does not create an entitlement or precedent.

Operational pressure, shift changes, vehicle availability and ordinary traffic disruption do not automatically remove cancellation charges. Customers should allow sufficient travelling time and arrange suitable contingency cover.

13 Cancellation or change by DMP

DMP may cancel, postpone or amend a course because of:

- trainer illness or unavailability;
- insufficient delegate numbers;
- venue or technology failure;
- severe weather or unsafe travelling conditions;
- regulatory or approval changes;
- safety concerns; or
- circumstances outside DMP's reasonable control.

DMP will give as much notice as reasonably possible and offer the customer either:

- a place on a suitable alternative date;
- an agreed alternative delivery method; or
- a refund of the affected course fee.

Where a material change is made to the date, course content or delivery method, the customer may decline the alternative and request a refund.

DMP is not responsible for indirect costs such as travel, accommodation, lost working time, agency cover or loss of earnings, except where liability cannot legally be excluded. Customers are advised to use cancellable travel and accommodation arrangements.

14 Unsafe or unsuitable customer sites

For on-site delivery, the customer must provide a safe, accessible and suitable training environment, including any facilities, equipment and delegate availability agreed with DMP.

DMP may suspend or cancel delivery where the trainer reasonably considers that the site, equipment, working conditions or delegate conduct presents a health, safety or safeguarding risk.

Where delivery cannot proceed because the customer has not met the agreed site or operational requirements, the booking will be treated as a late customer cancellation and the full fee and incurred costs will remain payable.

15 Individual consumer cancellation rights

This section applies only where an individual books wholly or mainly for purposes outside their trade, business, craft or profession. It does not normally apply to bookings made by an employer for its workforce.

Where an eligible consumer books online, by telephone or away from DMP's business premises, they may have a statutory right to cancel within 14 calendar days after the contract is made.

If the consumer asks DMP to begin providing services during that cancellation period and then cancels, DMP may charge a proportionate amount for services already supplied.

If the service is completed during the cancellation period following the consumer's express request and acknowledgement, the statutory cancellation right may end once the service has been fully performed.

For digital content, the statutory cancellation right may be lost once supply begins where the consumer has expressly consented to immediate access and acknowledged that cancellation rights will be lost.

Where a course is due to begin within the 14-day period, DMP may require the consumer's express request for early performance before confirming the place.

Nothing in this policy limits any statutory right or remedy available to a consumer, including rights relating to services that are not supplied with reasonable care and skill. Where statutory rights provide a better outcome than DMP's standard cancellation terms, the statutory rights will apply.

16 Refunds and credits

Approved refunds will be made to the original payer and normally through the original payment method.

Account credits:

- are not redeemable for cash;
- must be used by the stated expiry date;
- may only be transferred with DMP's written approval; and
- may be applied against future training supplied by DMP.

Where an invoice has not yet been paid, a cancellation charge remains payable in accordance with the original payment terms.

17 Complaints and queries

Questions about a cancellation charge should be raised promptly using the contact details in the booking confirmation.

DMP will review the booking record, notice received, costs incurred and any relevant exceptional circumstances. Raising a query does not suspend an undisputed payment obligation.

18 Policy status

This policy forms part of DMP's booking terms. DMP may update it to reflect regulatory, legal or operational changes. The version in force when the booking is accepted will normally apply.

If any provision is found to be invalid or unenforceable, the remaining provisions will continue to apply.

Relevant legal and regulatory sources

This policy has been prepared with reference to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the Consumer Rights Act 2015 and current GOV.UK Driver CPC guidance. These references do not form part of the commercial cancellation terms and may be updated independently.

- Consumer Contracts Regulations 2013: www.legislation.gov.uk/ukxi/2013/3134
- Consumer Rights Act 2015: www.legislation.gov.uk/ukpga/2015/15/section/49
- Driver CPC training guidance: www.gov.uk/driver-cpc-training