



## Terms and Conditions 2026-2027

### Definitions

1. 'Confirmed booking' means the firm agreement between Jonathan Taylor-Edmondson sole trading as "Disaster Management Training" (DMT) and the client for attendance at an event on specified dates.
2. A 'Reservation' means a booking that must be changed to a firm booking. Reservations will be held for up to 30 working days while course places remain available and while awaiting for payment. If no payment is received the reservation will be released.
3. 'Waiting list' means a provisional booking for which no place is available.

### Booking Form

4. Booking forms will not be accepted unless they have been authorised for payment.
5. Once a booking is accepted by DMT (at the point that the organisation or client is sent payment details), the organisation or client making the booking becomes liable for the relevant course fee, administration or cancellation charge.
6. Confirmation of your booking(s) will be sent to you once we accept your completed booking form, providing places are available on your chosen course.
7. DMT reserves the right to run courses at a different venue to the one specified, when necessary. If this is the case we will inform you as soon as possible and provide you with information about accommodation, travel directions and any other relevant details.

### Fees and Payment

8. Fees are payable within 30 calendar days of the invoice and/or prior to the commencement of the course whichever is sooner. A late payment fee of £50 will be payable if payment is not received in accordance with the 30 calendar days.
9. Where a volunteer rate is listed and available, individuals who are being sponsored by a UK organisation approved by DMT will be required to provide proof of volunteer sponsorship.
10. DMT reserve the right to alter prices from those published.
11. DMT reserve the right to charge an administration fee for overpayment and duplicate payment errors made by or on behalf of an organisation, client or course candidate. Additionally; duplicate payments will be refunded by the issuing of a credit note.
12. Invoices can be issued on request for advanced payment purposes.

13. We accept payment of course fees by:

- paypal using: [paypal.me/disastermt](https://www.paypal.me/disastermt)
- BACS/electronic bank transfer payment to:

Disaster Management Training, sort code: 60-83-71 Account: 91717004

For International candidates you may need the IBAN and BIC/SWIFT number too:

IBAN: GB65SRLG60837191717004

BIC: SRLGGB2L

Receipts will be issued on request only.

14. The course fee includes the training, course manuals, refreshments and meals for the 2 and 3-day course (buffet style food is provided), handouts and materials. The course fee does not include parking fees, accommodation and transportation. The fee does not include catering for the 1-day course. International candidates will incur an additional £25 postage, packing and delivery charges.

### Cancellation, Transfers and Substitutions

15. DMT reserves the right to cancel, postpone or otherwise alter the content or date of an event without notice. In such circumstances, DMT may, at its own discretion, return any payment received without penalty of cancellation charge.
16. The following cancellation charges apply. Current charges are:



#### Notice of Percentage of Cancellation Event Fee charged

29 days or more 25%

14-28 days 50%

Less than 14 days 100%

(Weekends are included in the above calculations).

17. If a delegate fails to attend a course (with no substitution or transfer having been made) this will be deemed as a cancellation and will incur a 100% fee.

18. Transfers and substitutions made less than 21 days before the original course date will incur a charge of £110 per delegate. Where both a MIMMS and HMIMMS course is run at the same centre on the same day, transfers between MIMMS and HMIMMS or vice versa on the first of the course due to candidate a candidate booking error will be at the cost of the original booking fee or the transferred course fee, whichever is higher. No refunds are given.

19. If a delegate is unable to attend an event, one substitution and/or transfer to another event is acceptable within 12 months of the original course date. If a candidate is unable to attend the substitution event, standard cancellation charges apply within the terms and conditions described above. If no substitution event is available cancellation charges apply within the terms and conditions described above.

20. All requests for transfers and substitutions must be submitted in writing.

21. Organisations wishing to make a transfer or substitution must provide the name of the substitute delegate, and/or alternative event details at the time of the request otherwise the booking will be cancelled (see point 18 and 19).

#### **GDPR**

22. DMT does not sell, trade or rent your personal information to others. Your details will be added to the DMT database in order to process your booking. Your data is held for up to four years in order to refer to it for recertification purposes only. After four years data is deleted.

23. Data is only held for the purposes of DMT marketing if opted in.

24. If you do not wish to receive any further information from us either by post, telephone or email, please contact us at: Disaster Management Training, 7 Poplar Mead, Cullompton, Devon, EX15 1YU. Email: [disastermt@gmail.com](mailto:disastermt@gmail.com)

#### **Other information**

25. Public Liability is supplied by Disaster Management Training.

#### **COVID-19**

26. If your plans are impacted by local restrictions, we can offer candidates a free transfer in line with point 19 and 20 of these terms and conditions. Cancellation policy applies for candidates not transferring to another DMT course.

27. If DMT plans are impacted by local restrictions, we can offer candidates a free transfer in line with point 19 and 20 of these terms and conditions or a full refund once posted training manuals are returned.

Updated: 18<sup>th</sup> February 2026