



FPM DPM Training Programme Terms and Conditions

Version 1.0, February August 2026

These Terms and Conditions apply to DPM Training Programme deliveries organised by the Faculty of Pharmaceutical Medicine ("FPM"). By booking a place on the DPM Training Programme, in any given year, you agree to be bound by these Terms.

1. Booking and Payment

1.1 A booking is confirmed only once full payment has been received and written confirmation has been issued by FPM.

1.2 FPM reserves the right to refuse, cancel or amend any booking at its discretion.

1.3 The DPM Training Programme comprises a series of learning modules delivered over FPM's learning management system supported by live discussion sessions for each module. Failure to attend a module live session does not entitle a delegate to a refund of the cost of that module.

1.4 All prices are stated in GBP (£). Any bank charges, currency conversion fees, or applicable local taxes are the responsibility of the delegate.

1.5 FPM reserves the right to refuse or cancel bookings where participation would breach applicable sanctions, export control laws, or regulatory restrictions.

2. Cancellation by Delegate

2.1 All cancellation requests must be made in writing to training@fpm.org.uk.

2.2 Refunds will be processed within 28 days of written confirmation of cancellation.

2.3 FPM is not responsible for visa application outcomes. Failure to obtain a visa does not entitle a delegate to a refund outside the standard cancellation policy.

2.4 The DPM Training Programme is a fully online training programme, comprising self-guided learning content delivered via FPM's password protected Learning Management System and expert-led live sessions delivered online via Zoom. As such, the following terms apply:

- 3 days or fewer before the first day of the Module delivery month: no refund
- 4-6 days before the first day of the Module delivery month: 75% refund
- 7 days or more before the first day of the Module delivery month: full refund

See below for specific guidance related to refunds for the Exam Preparation Modules.

3. On-Demand Access

3.1 All module materials, including slides, documents etc together with a recording of the module live session will be made available on demand on FPM's Learning Management System.

3.2 Live session recordings are typically made available within three working days following the event but FPM does not guarantee availability within any specific timeframe.

3.3 Access to recordings is provided via the password-protected Learning Management System, to which delegates on the Programme have access. Recordings are for delegates' personal use only. Re-recording, sharing, reproduction or distribution is prohibited without written permission.

3.4 Live session recordings are deleted permanently from the FPM Zoom account shortly after upload.

4. Online Participation and Technical Risks

4.1 Delegates accessing online or hybrid events are responsible for ensuring that their own systems, devices and internet connections are secure and suitable for participation.



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4.2 FPM does not guarantee that online platforms, links shared during events, or third-party content will be free from viruses, malware, or other harmful components. Delegates access any external links or third-party materials shared during an event at their own risk.

4.3 FPM shall not be liable for any loss or damage arising from technical issues, platform outages, internet connectivity problems, or the use of third-party links or content shared during an event, except where such loss results directly from FPM's negligence.

5. Changes to Programme or Live Session Format

5.1 FPM reserves the right to change speakers, content, timings, or format where reasonably necessary.

5.2 Where FPM cancels a Module entirely, a full refund of the Module price will be provided.

6. Delegate Conduct

6.1 Delegates are expected to behave professionally and respectfully.

6.2 FPM reserves the right to remove or refuse access to any delegate whose behaviour is deemed inappropriate, disruptive, unlawful or unsafe.

6.3 No refund will be issued in such circumstances.

7. Force Majeure

7.1 FPM shall not be liable for failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, including but not limited to acts of God, government restrictions, pandemics, industrial disputes, venue closure, speaker illness, or technical failure.

7.2 In such circumstances, FPM may reschedule, convert, or cancel the event at its discretion. Where an event is cancelled, liability shall be limited to a refund of the ticket price paid.

8. Liability

8.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot lawfully be excluded.

8.2 Subject to clause 8.1, FPM's total liability arising out of or in connection with an event shall not exceed the total ticket price paid by the delegate.

8.3 FPM shall not be liable for any indirect, consequential, special or economic loss

9. Data Protection and Privacy

9.1 FPM processes personal data for the purposes of event and programme administration in accordance with applicable data protection legislation and FPM's Privacy Policy.

9.2 Where FPM intends to share delegate details with other delegates, trainers, or others, explicit consent will be obtained.

9.3 FPM engages trusted third-party platform providers to facilitate delivery of the programme and ensures that appropriate contractual and organisational safeguards are in place in accordance with applicable data protection legislation. While FPM takes reasonable steps to select reputable providers and protect personal data, it cannot guarantee the security of systems operated by third parties.

9.4 FPM will retain personal data only for as long as necessary in accordance with its Data Retention Policy, which can be viewed on request.

10. License for Learning Management System Access

10.1 Access to the materials contained within the Learning Management System (LMS) is granted under licence for a period of 24 months from the official start date of the programme.

10.2 The 24-month access period applies regardless of the date on which a delegate enrolls onto the programme and cannot be amended or waived other than in exceptional circumstances and upon written agreement from FPM.

10.3 Delegates whose access is due to expire will be notified at least 30 days in advance of their removal from the LMS.



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10.4 Upon expiry of access, all data associated with the delegate will be permanently deleted from the system as part of routine data management.

11. Refunds for the Exam Preparation Modules

11.1 A delegate who is registered for both Part 1 (CPM Examination) and Part 2 (SAQ and CAP Examinations) and does not pass the Part 1 examination may choose not to attend the relevant Exam Preparation Modules scheduled for that year, namely:

- Module 8 - SAQ Examination Technique
- Module 9 - CAP Examination Technique

11.2 In such circumstances, the delegate may request a full refund for these booked modules by contacting training@fpm.org.uk.

11.3 Refunds will be processed within 28 days of written confirmation of cancellation.

11.4 The delegate may alternatively choose to defer their place on these modules to the following year instead of receiving a refund. Requests for deferral must also be made by contacting training@fpm.org.uk.

11.5 If a delegate chooses to withdraw from the modules, any SAQ or CAP pre-course assignments submitted will not be marked.

12. Governing Law

12.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. The parties submit to the exclusive jurisdiction of the courts of England and Wales.