



# REFUND/TRANSFER POLICY

UPDATED: 4<sup>th</sup> Oct .2021 *Students agree to these terms and conditions upon checkout.*

## ONLINE COURSE & VIRTUAL WORKSHOP REFUNDS & TRANSFERS

Cancellations of confirmed online course enrolments and workshops are accepted up to 14 business days before the start of the course. A fee of \$100 AUD plus the full cost of the study materials, exam fees, and wine/spirit kits supplied will be deducted, and the remainder of the course fee refunded to the payee. Separate WSET exam cancellation/transfer rules apply.

Transfers of a confirmed enrolment to another course or student can be made up to 14 business days **before** the course start date on payment of a \$0 admin fee, plus the cost of any additional study materials, exam fees, and wine/spirit kits that may be applicable. Separate WSET exam cancellation/transfer rules apply.

**\*\*Cancellations less than 14 days before the online course start date or after the online course has started, forfeit any refund options. Transfers to a new course are possible for 50% of course tuition (wine kits are included).\*\***

\*\*\*\*\*

## IN-PERSON COURSE & WORKSHOP REFUNDS & TRANSFERS

Cancellations of confirmed in-person and virtual course enrolments and workshops are accepted up to 21 days before the start of the course. An administration fee of \$50 plus the full cost of the study materials and exam fees will be deducted, and the remainder of the course fee refunded to the payee. Separate WSET exam cancellation/transfer rules apply.

Transfers of a confirmed enrolment to another course are accepted 21 days before the course start date with no administration fee.

**\*\*Cancellations less than 21 days before the in-person course start date or course no shows forfeit any refund/transfer options unless students can provide medical documentation. If medical documentation is provided, students can be transferred to a later course. No refunds will be applied.\*\*** Course Transfers cannot be carried forward past 1 year of start date of course. Students are highly encouraged to purchase separate travel insurance.



## **WSET EXAM CANCELLATIONS & TRANSFERS**

If for any reason, you are not able to take your WSET Certificate examination on your scheduled date, you must give us a minimum of 14 days' notice. **If you cancel/change the date with less than 14 days' notice, you will need to pay as per below**

1. **\$75 rescheduling exam fee for Level 1 and 2 in CLASS ROOM Wine or Spirit courses.**
2. **\$150 rescheduling exam fee for Level 1 and 2 in ZOOM Wine or Spirit courses.**
3. **\$300 rescheduling exam fee for Level 3 in Wines and Spirit courses**
4. **\$200 for Theory Level 3 and \$100 for tasting exams**

## **COURSE CANCELLATIONS**

Wine and Spirit Inc reserves the right to cancel or change a course date. Wine and Spirit Inc will normally arrange an alternative date in these infrequent circumstances and offer students either a transfer to a new date or, if this date is not convenient an alternative course. If neither option is made available by Wine and Spirit Inc, a refund, minus the full cost of the study materials and wine kits supplied, will be offered.

Wine and Spirit Inc strongly advises that students arrange insurance to cover unforeseen events such as illness, unfavourable weather, or cancellation of a course for which travel, and accommodation costs have been incurred.

## **INSTRUCTORS**

In the unlikely event that the advertised instructor cannot teach the class, Wine and Spirit Inc reserves the right to substitute the advertised instructor with another appropriate instructor.

## **WINE AND SPIRIT INC ADMISSIONS POLICY**

Admission into any of the Wine and Spirit Inc programs/courses requires that you: be a minimum age of 18 at the time of enrolment and be able to present a valid government-issued form of identification on the first day of class attendance. If you are unable to produce a valid form of identification, you will not be able to partake in the day's course. You must be 18 years of age for any public or private event held at Wine and Spirit Inc, with no exceptions.

## **WINE AND SPIRIT INC ACADEMIC HONOR CODE**

Wine and Spirit Inc takes academic integrity very seriously. By enrolling in one of our programs, you agree to pledge the following:

**Director** Adam Chapman. **Email** : [adam@wineandspiritinc.com](mailto:adam@wineandspiritinc.com) **Mobile**: - Adam +61 418 739 257



I affirm that I will not plagiarize, use unauthorized materials, or give or receive illegitimate help on assignments, papers, or examinations. I will also uphold equity and honesty in the evaluation of my work and the work of others. I do so to sustain a vibrant and honest wine community.

Any academic dishonesty or malpractice will NOT be tolerated and is defined as any behaviour on the part of a student that results in giving or receiving unauthorized assistance, using any unauthorized resources, or otherwise cheating during any academic exercise, test, or exam. Any form of plagiarism or claiming credit for work that is not the student's own is also considered a violation of our academic code of honour.

As a Wine and Spirit Inc student, if you are given access to our online student classroom, you are expected to keep confidential your username and password and not allow anyone else to use your credentials to log in to your account. Sharing access or passwords to our online student classroom is considered a breach of academic integrity and will result in your access suspension.

Any violation of our Academic Honour Code will result in receiving an immediate failing grade and suspension from the course and losing your tuition.

## PHOTOS & VIDEO

We often take candid and group photos and videos of classes and events and use them to publicly recap the event or promote of future classes and events. By attending a class or event hosted by us, either in person or online, you agree to allow us to use any photos or videos that contain your image or likeness on our website, email communications, social media channels, or other 3rd party advertisements without obtaining permission from you individually.