

## GENERAL TERMS AND CONDITIONS

### 1. REGISTRATION

Registration for the courses is possible online at [www.grapeskills.com](http://www.grapeskills.com) or by email ([info@grapeskills.com](mailto:info@grapeskills.com)). All applicants will be required to inform us of their full name, date of birth, nationality, email address, postal address and any special requirements.

After successful registration, the applicant will receive a confirmation and an invoice, which is due immediately. The binding reservation of the dates only takes place with receipt of payment.

Registration for WSET courses closes two weeks before the course start. Any booking/payment made after this point cannot be accepted and will be refunded at the earliest opportunity.

### 2. PAYMENT METHODS

Full payment must be made at the time of booking, as we do not accept provisional bookings and places will only be confirmed once payment is received and we have emailed a booking confirmation.

Payment can be made online or through bank transfer and direct debit.

Course payments from overseas must be received into our bank account in Euro, and any extra banking fees are on the student's account.

### 3. CANCELLATION, REBOOKING AND TRANSFER

#### a. Cancellation and Rebooking

The applicant can cancel or rebook a course up to 4 weeks before the commencement date. Already paid invoice amounts will be reimbursed by the organiser upon revocation of the applicant or participant after deduction of an administration fee of € 25 and the cost of the material supplied (€ 99 for the WSET Level 2 study pack and € 199 for the WSET Level 3 study pack). However, if the course material is returned in an intact condition, the material cost will be reimbursed.

In the event of a cancellation or a rebooking within a period of 2 to 4 weeks before the start of the course, the organiser reserves 25% of the participation fee and charges 75% on a new date, which must be booked within the following 12 months.

In the event of cancellation or rebooking within less than two weeks before the start of the course or non-attendance, the full course fee will be forfeited.

Rebooking requests must be made in writing or by email ([info@grapeskills.com](mailto:info@grapeskills.com)) and are subject to confirmation.

#### b. Transfer

Transfers of a confirmed booking either to another course or applicant can be made up to 2 weeks before the commencement date. An administration fee of € 25 and the cost of any WSET® materials will apply. Transfer requests must be made in writing or by email ([info@grapeskills.com](mailto:info@grapeskills.com)) and are subject to confirmation.

#### **4. CANCELLATION / REBOOKING BY THE ORGANIZER**

The organiser may cancel a course or postpone it until two weeks before its commencement if the minimum number of participants is not sufficed. Already paid fees will be credited or refunded in full at the request of the applicant.

In case of short-term cancellation for important, unpredictable or not for our responsible reason (including force majeure, sudden illness of the referee), we will offer a replacement date or refund already paid participation fees.

#### **5. RIGHT OF REVOCATION**

In addition to the right of cancellation, courses that were booked by letter, e-mail or online are entitled to a right of revocation without giving any reason within 14 days from the date of conclusion of the contract in writing or by email.

#### **6. EXAMINATION**

WSET courses fees include a one-time examination whose date is fixed to the course onto which you book. Any transfer to an alternative date will incur an administration fee of € 25 and must be made by email to [info@grapeskills.com](mailto:info@grapeskills.com) at least two weeks before the original examination date.

In case of no-show on the exam, the examination fee will be forfeited and will be re-charged in the case of later follow-up examinations.

Extern candidates can enrol for examinations if they provide proof that they have taken the correspondent course in another WSET APP and if they are not applying to re-sit an exam while awaiting a result from a previous examination for the same qualification (the second exam would be charged for but declared null and void).

Candidates are required to present an official photographic ID (e.g. passport, personal identity or driving licence with photo) to sit a WSET examination. Candidates who fail to bring this will be refused entry.

The use of electronic devices (mobile phones, smart watches, etc.), as well as unauthorised materials (book, materials, equipment and items), is forbidden in the exam room.

#### **7. LIABILITY**

The organiser is not liable for the events of accidents and damage, loss or theft of carried objects and motor vehicles unless there is intentional or grossly negligent conduct of the organiser, his employees or vicarious agents.

The organiser is not liable for any other damages or consequential damages. Unless in cases of intent and gross negligence. The disclaimer does not apply to damage to the life, body and health of the participants.

#### **8. COPYRIGHT**

All teaching materials provided by us may not be reproduced, reprinted, translated, or passed on to third parties without the permission of the organiser.

#### **9. SPECIAL NEEDS / LEARNING DIFFICULTIES / REASONABLE ADJUSTMENT**

The applicant may inform us of any special needs they may have at the time of the course registration or 5 weeks before the course beginning or examination (whichever is the longest) along with the supporting (medical) documentation as appropriate.

## **10. DELIVERY OF COURSE MATERIALS**

WSET Level 1 course materials are provided to participants on the first day of course. They will not be posted in advance.

WSET Level 2 and WSET Level 3 course materials will be posted to a participant's address on confirmation of payment of fees. The pack is bulky and requires a signature – please indicate an alternative delivery address if necessary.

Any materials returned to us, having not been successfully received by the student, will automatically result in an additional cost of return being charged.

The total displayed costs are for deliveries in Germany. For deliveries to other countries, the participant may pay customs clearance and any other taxes and fees.

## **11. OTHERS**

Place of Jurisdiction is Heidelberg, Germany.