

## GENERAL TERMS AND CONDITIONS

The following terms and conditions apply to all contracts concluded between Grape Skills Wine Education – Inh. Cynthia Ribeiro-Richter and the service (course, seminar, training, study trip, event etc.) purchaser or participant.

### 1. BOOKING CONDITIONS FOR ADVERTISED COURSES (IN PERSON OR HYBRID)

The booking of a service (course, seminar, training, study trip, event, etc.) implies the agreement to these terms and conditions.

Bookings may be made on the website [www.grapeskills.com](http://www.grapeskills.com) or by email ([office@grapeskills.com](mailto:office@grapeskills.com)).

When booking via our website, the participant is required to pay for the course instantly. If booking by email, the participant will receive a confirmation and an invoice which is immediately payable. Places are only confirmed once payment is received.

All applicants must provide their full name, date of birth, email address, postal address and any special requirements.

Course materials will not be dispatched until payment has been received.

Payments from overseas must be made into our bank account in Euros and any extra bank fees will be at the student's expense.

#### a. Cancellation

The participant may withdraw from a course or event in the following circumstances:

For WSET Level 1 courses, one-day seminars, masterclasses and evening events: up to 2 weeks before the start date.

For WSET Level 2 and WSET Level 3 courses, block events, study trips: up to 4 weeks before the start date.

Upon cancellation, refunds will be made less an administration fee of €50 and the cost of any materials provided (€129 for the WSET Level 2 study pack and €239 for the WSET Level 3 study pack). No refund will be made for later cancellations or non-attendance.

In the event of cancellation for serious reasons such as death, unexpected severe illness or an accident of the participant, cancellation is at no charge to the participant. Proof must be provided immediately.

#### b. Rebooking

A confirmed participant's booking may be transferred to a future date or to another participant free of charge up to 5 weeks before the start of the course.

- For WSET Level 1 courses, masterclasses, workshops and tastings: up to 7 days before the course/ event starts, a confirmed booking may be transferred to another course date or to another participant upon payment of an administration fee of € 50 plus the cost of any materials supplied. If a change is made at a later date, the full booking fee will be forfeited.
- For WSET Level 2 and Level 3 courses, a confirmed booking may be transferred to another course or participant can be made up to 3 weeks before the course starts. An administration fee of € 50 and the cost of any WSET® materials will apply. Transfer requests must be made by email ([office@grapeskills.com](mailto:office@grapeskills.com)) and are subject to confirmation. If a change is made at a later date, the full booking fee will be forfeited.

Rebooking requests must be made by email ([office@grapeskills.com](mailto:office@grapeskills.com)) and are subject to confirmation. The rebooked course/ event date must start within the following 12 months of the original date.

c. Cancellation/postponement by the organiser

If the minimum number of participants is not achieved then the organiser may cancel or postpone the course, event or study trip subject to the following deadlines:

For WSET Level 1 courses, one-day seminars, masterclasses and evening events: up to 7 days before the start date.

For WSET Level 2 and WSET Level 3 courses, block events, study trips: up to 2 weeks before the start date.

In both circumstances, the participant will be offered an alternative course date and may either book it or receive a full refund.

At any time, participants are encouraged to enquire by email at [office@grapeskills.com](mailto:office@grapeskills.com) if a course has already reached the minimum number of participants. Once the minimum number of participants has been met, the course is confirmed.

If a course is cancelled at short notice for important, unforeseeable reasons (including force majeure, sudden illness of the trainer), we will offer an alternative date or a refund of any fees already paid..

d. Course Insurance

2. We recommend taking out seminar insurance to cover potential costs if you are unable to attend the course due to illness or unforeseen circumstances. An affordable option is offered by Ergo: <https://www.ergo.de/de/Produkte/Reiseversicherung/Seminarversicherung>

**3. BOOKING CONDITIONS FOR IN-HOUSE COURSES, BESPOKE TRAININGS, AND PRIVATE EVENTS**

In-house courses and private events are subject to a quotation from Grape Skills and require a charge for a minimum of 8 participants.

A non-returnable deposit is required at time of booking. The full amount is to be paid at least 30 days prior to the starting date of the service starting date.

Rebooking to another venue or date is possible up to 30 days prior to the start date. Any additional costs will be charged to the client and any alternative date will be subject to availability.

The client is responsible for providing us with full names, dates of birth, email addresses, postal addresses and any special requirements of all participants. For WSET courses, candidates' names can only be amended up to 15 days before the start of the course. After this time charges apply.

#### **4. BOOKING CONDITIONS FOR WSET ONLINE COURSES**

Upon booking with Grape Skills, students are immediately enrolled onto the WSET Learning Platform. This modality of course is non-refundable and cannot be rescheduled by Grape Skills.

Students who are unable to attend the weekly lessons can still catch up and will have access to their learning platform for 12 months from the date of enrollment.

Bookings made after the registration deadline will not be accepted. In this case we will offer the next available course date or refund the course fee.

#### **1.6. POLICIES FOR WSET EXAMS**

In line with WSET guidelines, all WSET courses offered by Grape Skills include a one-off examination, whose date is linked to the course date. Candidates who fail their exam may retake it as often as necessary to achieve a pass. An examination fee will be charged for each attempt. Please enquire for the current resit fees.

##### **a. Examinations in presence**

Candidates must present an official photo ID e. g. passport, ID card or driving licence with photo to sit a WSET examination. Candidates who do not bring this ID will not be admitted to the examination. The use of electronic devices (mobile phones, smartwatches, etc.) and unauthorised materials (books, materials, dictionaries, and other items) is prohibited in the examination room.

In principle, the examination date is linked to the course booked and takes place at the end of the course. A new exam date can be arranged free of charge up to 3 weeks before the original date. Any subsequent rescheduling will incur a €50 administrative fee and must be requested

by email to [office@grapeskills.com](mailto:office@grapeskills.com) at least 3 weeks before the initial exam date. Later rescheduling or non-attendance will incur a new examination fee.

b. Online Examinations

Online exams are only available in English and may only be offered for online courses, except in exceptional circumstances.

An online exam date can be changed up to 2 weeks before the original date, subject to an administration fee of €50. This must be done by emailing [office@grapeskills.com](mailto:office@grapeskills.com). Any further rescheduling will incur a new administration fee. A later rescheduling or non-attendance will incur in a new examination fee.

An alternative online exam date can be booked at the earliest 4 weeks in advance.

c. Retake of WSET Examinations by Grape Skills clients

Grape Skills candidates will not be able to retake the exam until the results have been published by WSET. Please consult us for current examination fees.

d. Retake of WSET Exams by external clients

External candidates may be permitted to retake their examinations with Grape Skills if:

- They can provide proof of attendance at the equivalent course with another WSET provider,
- they are not awaiting the results of the same examination at another Centre (the second examination will be charged for but invalid).

Please consult us for the current examination fees for external candidates.

## 5. DELIVERY OF COURSE MATERIALS

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

WSET Level 2 and WSET Level 3 course materials will be sent to the 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, after unsuccessful delivered to the student, will automatically incur an additional charge.

The total course costs are for deliveries within Germany. For deliveries to other countries, the participant will be responsible for customs clearance and any other taxes and fees. Additional shipping costs will be invoiced separately after the course has been booked.

## 6. COPYRIGHT

All teaching materials and presentations provided by us are subjected to copyright and may not be reproduced, reprinted, translated, or passed on to third parties. Any misuse or infringement of copyright may result in claims for damages.

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

The participant may inform us of any special needs they may have at the time of enrollment or at least 5 weeks prior to the course beginning (whichever is the longest) along with the supporting (medical) documentation as appropriate. We will then provide special examination conditions.

## **8. ONLINE GIFT VOUCHERS**

Online Gift Vouchers can be purchased on this website and are valid for 12 months from the date of purchase. They are non-refundable and cannot be exchanged for cash.

All of our educational services (courses and events) can be paid for with a gift voucher. Any remaining balance will remain on the voucher in the customer's account.

## **9. WSET CERTIFICATES**

Upon successful completion of a WSET course, we will send the certificates and pins to the candidates addresses by post. Please ensure that you notify us of any changes to the mailing address. Additional charges will apply for returned certificates.

## **10. LIABILITY**

The Organiser is not liable for accidents, damage, loss or theft of objects or motor vehicles, except in the case of wilful misconduct or gross negligence on the part of the Organiser, its employees or agents..

## **11. OTHERS**

Place of Jurisdiction is Heidelberg, Germany.