

Cancellation Policy

Policy Name	Cancellation Policy
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Approval Date	9/9/21

1. Purpose and Scope

- a. If cancellation occurs within 5 - 15 working days prior to the course start date, an administration fee of \$200 will apply. If cancellation occurs within 5 days of course start, no refund will be issued.
 - i. In the event a cancellation occurs within 5-15 working days prior to the course date all course materials must be returned in good condition. If course materials are not returned, an additional \$50 fee will apply

2. Cancellation by Approved Program Provider

- a. In the event class dates need to be changed to accommodate unexpected circumstances, such as COVID lockdowns, and a student cannot attend the new dates, they will receive a full refund.
- b. In the event a WSET course cannot be filled to a minimum number any fees already paid will be refunded to candidates.

3. Date changes

- a. Candidates wishing to change dates to a similar course may be accommodated if notification is received in writing no later than 14 days before the course date.