

# Terms and Conditions of Bookings/Refunds Policy

Policy Name	Terms and Conditions of Bookings/Refunds
Approved By	Adam Collet
Approval Date	9/9/21

## 1. Purpose and Scope

- a. To define the terms and conditions of booking a course and refunds for students unable to attend
- b. Sharing your personal information with third parties
  - i. For us to provide you with products and services, we on occasion share some of your personal information with certain approved third parties. These include course providers, examiners, suppliers (for example, our IT services provider) and regulatory bodies (for example, Ofqual, the Charity Commission or Information Commissioner's Office).
  - ii. We reserve the right to disclose your personal information to third parties:
    1. in the event that we buy or sell any business or assets, in which case we may disclose your personal information to the prospective buyer or seller of such business or assets;
    2. if substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets;
    3. with our professional advisors e.g. lawyers, where necessary to protect our interests;
    4. if we are under any legal or regulatory obligation to do so; and
    5. in connection with any legal proceedings or prospective legal proceedings, in order to establish, exercise or defend our legal rights.
  - iii. If we share your information with any other third party, we will let you know in advance.

## 2. Procedure

- a. Age requirement
  - i. All candidates must be at least eighteen years of age at the time of booking.
- b. ID requirements
  - i. All candidates will be required to provide a proof of ID (proof of age card, drivers license, passport)
- c. Level 1 courses
  - i. **Payments:** Full payment must be made at time of booking
  - ii. **Refund Policy:** Cancellations must be made, in writing, no later than 14 days prior to the start of the first course date. Payment for the course will be refunded, less a \$200 administration cost.
    1. If notification is received within 14 days of the first session, no refund will be provided
- d. Payment for level 2 courses

- i. **Payments:** A 50% deposit is required at the time of booking with full payment to be made 14 days before the start of the first class
  - ii. **Refund Policy:** Cancellations must be made, in writing, no later than 14 days prior to the start of the first course date. Payment for the course will be refunded, less a \$200 administration cost.
    - 1. If notification is received within 14 days of the first session, no refund will be provided
- e. Notifications
  - i. Once payment has been received candidates will receive confirmation notice via email along with proof of payment.
  - ii. Candidates will receive a reminder email 14 days prior to the start of the first class that remainder of the deposit needs to be paid, along with a reminder of the course start date and location.
- f. Other cancellations:
  - i. 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.
  - ii. In the event a WSET course cannot be filled to a minimum number any fees already paid will be refunded to candidates.
- g. Date changes
  - i. 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.
- h. Further information
  - i. For additional information on privacy and data protection please refer to the WSET privacy policy below
    - 1. <https://www.wsetglobal.com/privacyand-cookie-policy>
    - 2. Or WSET via [dpc@wsetglobal.com](mailto:dpc@wsetglobal.com)