



## **Terms and Conditions Revised, January 2021**

### **Payment for courses**

1. Your course place will not be confirmed until we have received full payment.
2. Payment must be made through our website's secure systems.

### **Cancellations and changes to booked courses**

3. You can cancel your booking and receive a full refund until 20 working days ahead of the course date.
4. If you wish to change your booking within 20 working days of the course date, you will be eligible to transfer your booking to a future course.
5. We cannot provide refunds for cancellations within 20 working days of the course date.

### **Changes by Global Wine Academy to course schedules**

6. We reserve the right to cancel courses up to 20 working days ahead of the course date. If your course is cancelled, we will refund your course fee in full.
7. However, we cannot be responsible for any expenses you might have incurred in relation to the course.

### **Course suitability - WSET Diploma Students**

8. Before booking, ensure that you have read and understood the course programme and that you are satisfied that it will meet your needs. These courses are designed as final calibration and refinement of tasting and exam technique. Students will be expected to have completed and understood the WSET Diploma materials on the relevant subject.



9. If you have any questions or are unsure that the course will meet your needs, you must contact us on [hello@globalwineacademy.com](mailto:hello@globalwineacademy.com) before booking your place. We will be happy to answer your questions.
10. All of our Diploma Masterclasses are given by Jim Gore, DipWSET, certified WSET Educator and former Principal of the WSET School London. The Global Wine Academy is not affiliated in any way to the WSET nor is it endorsed by the WSET.

### **Course suitability - MW Students and potential students**

11. Before the MW Courses:
  - a. You will have practiced your tasting note-taking
  - b. You will have studied past examiners reports
12. If you have any questions or are unsure that the course will meet your needs, you must contact us on [christine@marsigliowine.com](mailto:christine@marsigliowine.com) before booking your place. We will be happy to answer your questions.
13. All of our MW Masterclasses are given by Christine Marsiglio MW and Jim Gore DipWSET former Principal of the WSET School London. Both are certified WSET Educators.

### **Students requirements**

14. You must inform us no later than 10 working days ahead of the course date that you are booked in if you have:
  - a. Access requirements
  - b. Learning requirements
  - c. A need for any other adjustment

### **Complaints**



15. Complaints about any aspect of the service you receive from the Global Wine Academy must be made in writing to [hello@globalwineacademy.com](mailto:hello@globalwineacademy.com) with the word 'complaint' in the subject line.
16. Complaints must be submitted within five working days of the end of the course you took part in.
17. We will respond to you within five working days.

ends

**January 2021**