



Creative Claret Approved Programme Provider APP2192

Booking Terms & Conditions

TERMS AND CONDITIONS

By taking part in our courses offered, you agree to these Terms & Conditions in full; accordingly, if you disagree with this disclaimer or any part of this disclaimer, you must not use our website take part in our courses offered.

1. Bookings and Payment

- a. WSET Levels 1 to 2 bookings will be accepted via our website www.creativeclaret.com or by emailing valid registration forms with signed/agreed student declaration to info@creativeclaret.com.
- b. Places will only be confirmed once payment is received in full.
- c. Course payments made from overseas accounts must be received into our bank account in the Australian Dollar course equivalent with all banking fees for the student's own account.

2. Cancellations by Creative Claret.

- a. Occasionally, due to lack of demand or other unforeseen circumstances, a scheduled course may have to be cancelled by Creative Claret.
- b. In the event that we cancel a course prior to the date starting, we will notify all concerned parties as soon as possible and refund any monies that have been paid to us in respect of said cancelled goods and/or services. We cannot be held liable for any interest that may have been payable on said monies in the interim period nor can we be held liable for any loss or compensation resulting from the cancellation of said goods and/or services.
- c. If a course is cancelled due to lack of demand students will be notified at least 9 working days before the start of the course.
- d. If study materials have already been issued at the time of cancellation, then study materials must be returned in a reusable, unmarked condition for a full refund, otherwise the cost of study materials may be deducted from any refund issued.
- e. Monies paid from overseas will be refunded at the current exchange rate or the exchange rate on the day payment was made, whichever is the lesser.

3. Cancellations by students.

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- a. Cancellations of confirmed places on WSET Levels 1 to 2 are accepted up to 10 working days prior to the start of the course.
 - b. With respect to 3.a, a charge of \$100 plus the cost of any additional study materials which may be applicable will be deducted in each case and the remainder of the course fee paid refunded to the payee.
 - c. If a confirmed course booking for WSET Levels 1 to 2 is cancelled by a student during the 10 working days prior to the start of the course, or if any course is cancelled by the student at any time after the start of the course, no refund or transfer of the course fees will be made.
 - d. In certain cases, where we deem it appropriate, we may offer some or all of the retained funds against courses re-booked within one calendar month, and to take place within six calendar months of the scheduled date for the cancelled booking, subject to availability.
- 4. Course Transfers**
- a. Transfers of a confirmed booking either to another course or applicant can be made up to 10 working days before the course start date on payment of a \$100 charge plus the cost of any additional study materials which may be applicable.
 - b. Transfers cannot be carried forward to the next academic year and are subject to availability.
- 5. Examinations and Certificates**
- a. Examination dates are fixed to the course onto which you book. In certain cases for WSET Levels 1 to 2 it may be possible to change, please contact us for further information and costs. Additional fees may apply.
 - b. Student who are not able to collect their study packs will require an Australian postal address for the study pack to be sent to. The same address will be used to send certificates with lapel pins for successful students if they are unable to collect these. In both cases Auspost will be used and a signature will be required on delivery.
 - c. If you require your study pack or certificate with lapel pin to be sent outside of Australia, please contact us as there will be an international courier fee.
 - d. If your certificate and pin is returned uncollected, you can either collect it from us in Trinity Beach, QLD or we can send it via Aus Post service at an additional cost of \$15. Study Packs returned uncollected will incur a \$30 re-postage fee due to the weight of the materials.
 - e. If you believe that you have grounds for requesting a reasonable adjustment of exam conditions due to any disability or difficulty which may place you at a disadvantage, it is your responsibility to inform us in writing at least 5 weeks

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prior to taking the exam so we can liaise with London and try to accommodate your needs.

- f. Re-sit examinations costs are not included in the initial course cost. Please contact us for details.

6. **Distance Learning Courses (Online Courses)**

- a. The costs for the course materials and certificates for successful students on distance learning courses are included in the course fees when sent to a destination address within Australia. If they are required outside of Australia, please contact us as there will be an international courier fee.
- b. Wine and spirits are not included in the cost of online distance learning courses except for tasting tuition days and examinations.
- c. The course is delivered Online and in English therefore basic computer literacy, internet navigation skills and a good level of English is required.
- d. Students will require access to a computer with the following minimum requirements; Internet Explorer 9 / Firefox 25.0 / Safari 6 / Chrome 30.0 or other HTML 5 compatible web browser with Java Script and cookies enabled, Adobe Reader XI or equivalent and internet access (NBN Level Speed).

8. **Alcohol**

- a. We do not serve alcohol to candidates under the age of 18.
- b. Creative Claret supports responsible liquor consumption and by law we are required to refuse service to any student who we suspect may be unduly intoxicated.
- c. We reserve the right to request identification and eject anyone from our courses whom we suspect to be a minor. In these cases, no refunds will be offered.
- d. Students under 18 years of age are permitted on the course and are required to have parent consent but will not be permitted to taste alcohol.

9. **Our Details**

- a. Creative Claret Centre is run by Chris Ford
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