

BOOKING TERMS AND CONDITIONS

APPLICATION REALTED

1.1) All candidates must be aged eighteen or over at the time of booking. Students and candidates under the legal minimum age for the retail purchase of alcoholic beverages will **NOT** be permitted to sample any alcoholic beverages as part of their course. This is **NOT**, however, a barrier for successfully completing the qualification.

1.2) Places on courses will be allocated in the order that completed booking forms, with their appropriate payments, are received.

1.3) Students attending any teaching sessions are liable for full payment of course fees, irrespective of the number of sessions attended or of the results achieved.

1.4) Once the payment has been received and the place confirmed by **Barrels&Beyond™**, the study pack will be sent to the student's address indicated in the booking form. Level 1 course materials are provided to students on the first day of the course. They will not be posted in advance. Levels 2 course materials will be posted to a student's home address on confirmation of payment of fees. The pack is bulky and requires a signature – please indicate an alternative delivery address if necessary. It is essential that a daytime telephone number is provided on your booking form. It is important for the student to provide a complete and accurate delivery address.

1.5) The student must provide personal information to receive the study pack and the final WSET certificate and to book a course place. Every change/update in the personal data must be communicated to **Barrels&Beyond™**.

1.6) At **Barrels&Beyond™** we strive to create an inclusive environment for all of our students and will make any reasonable attempt to provide support if you have any additional access or educational needs as a result of a disability. Requirements will be evaluated on an individual case basis. Please, contact us on **+971565016432** or email info@barrelsandbeyond.com to discuss your needs together.

1.7) Full payment must be made at time of booking - we do not accept provisional bookings and places will only be confirmed once payment is received by our bank, the payment receipts sent by email together with the booking form already filled and accepted to info@barrelsandbeyond.com. Bookings will only be accepted on valid booking forms with a fully completed and signed declaration. Students will then receive a booking confirmation via email. No booking in advance will be accepted, only following the bank payment order.

1.8) All payments will be acknowledged via email. Receipts will be issued for all payments upon the clearance of funds. Places on courses will be confirmed via email by no later than fourteen days prior to the first teaching session. If you do not receive the relevant acknowledgement, receipt, or confirmation, please contact us directly.

CANCELLATIONS

- 2.1)** Cancellations of confirmed places are accepted if notification is received in writing up to 11 days prior to the beginning of the course, an administrative fee of 50% of the total amount will be charged and the remainder of the course fee(s) will be refunded to the payee.
- 2.2)** Cancellations of a confirmed places notified during the 10 days prior to the beginning of the course or any time after the beginning of the course, the student will lose the right to a refund.

TRANSFERS

- 3.1)** Transfers of a confirmed booking either to another course or applicant can be made up to 15 natural days before the course start date on payment of **(AED 350)** admin fee plus the cost of any additional study materials which may be applicable.
- 3.2)** Transfers cannot be carried forward to the next academic year. If a confirmed course booking is cancelled during the 15 natural days prior to the start of the course, or at any time after the start of the course, refund or transfer of the course fees will be made.
- 3.3)** Examination dates are fixed to the course onto which you book. If the student cannot sit the examination on the fixed date of the booked course, he/she must send a transfer request to an alternative date by email to info@barrelsandbeyond.com at least 15 natural days before the original examination date. If an alternative exam date of another course of the same level has been already fixed by us, the student will not incur any administration fee.
- 3.4)** If transfer requests are made during the 15 days of the examination date or the alternative date for the exam linked to new courses has not been arranged yet, the student will incur the admin fee **(AED 350)** and cost of examination paper which will have been ordered via WSET Awards.
- 3.5)** *Barrels&Beyond™ reserves the right either to change the date of a course or cancel a course if the minimum required number of students is not reached. Alternative dates will be notified 14 natural days prior to the planned start date of the original course. The enrolment fee that was already paid by the student will be transferred to the new course with no additional charge. In case the new dates were nonviable for the student, the entire course fee will be refunded in full by us.*
- 3.6)** *Please note all transfers are subject to availability on alternative course/examination dates.*

RE-SITS

- 4.1)** Students who have not passed the examination has the right to re-sit. The request must be sent by email to info@barrelsandbeyond.com up to 15 natural days before the new already planned exam date. The student will be required to pay the related exam fee for re-sits, which will be communicated accordingly to the candidates.
- 4.2)** If a candidate doesn't show up on the day of the exam with no previous communication to us, the re-sit fee that has been already paid will be lost and the candidate will be asked to pay for a new fee, in case he decides to re-sit the exam in the future.

SPECIAL EXAMINATION CONDITION

5.1) Special examination condition requirements due to dyslexia or other medical reasons must be notified prior to the start of the course and supported by a doctor's certificate or similar document.

5.2) Candidates who are absent from their registered exam due to illness must inform us before the exam and provide a medical proof (doctor certificate or similar document) within THREE (3) DAYS. Under such conditions, candidates will be charged a re-registration fee of **(AED 500)** for a future exam date and have to complete the transaction and provide the payment proof within SEVEN (7) DAYS. Failure to provide notice and payment proof before the deadline will result in a forfeit of the exam fee and the candidate will have to pay the full exam fee. Candidates must sit the exam within one (1) year once the relevant bodies have waived the exam fee.

5.3) Results will be sent by registered post with an email notifying that the results have been released. Under no circumstances will the results be disclosed over the phone, by fax or by email.

DECLARATION AND AUTHORIZATION

- I declare that all information given in this application form and the attached documents are, to the best of my knowledge, accurate and complete and that any false information or misrepresentation will disqualify my application for admission and enrolment.
- I authorize **Barrels&Beyond™** to use, check and process my data as required for my application to all courses which are organized by **Barrels&Beyond™**. I accept that all the data in this form and those the courses are authorized to obtain will be used for purposes related to the processing and administration of my application in **Barrels&Beyond™**.
- I authorize **Barrels&Beyond™** and the relevant bodies or academic institution in elsewhere to extract, obtain, release and access any and all information about my examination results, records of studies or professional qualifications, I also authorize to use my data in this form for the purpose of obtaining information.
- I have read and understood the *Booking Terms and Conditions* above in particular the policy on cancellation, refunds and transfers. I understand that all **Barrels&Beyond™** courses are subject to minimum numbers and that **Barrels&Beyond™** reserves the right to change tutors, reschedule, cancel, close or combine courses if necessary. I understand that all students are required to present authorised photographic identification at all examinations and may be refused entry to an examination if not produced.

Signed: Print Name: Dated: