



TERMS & CONDITIONS

General

1. **Wine Language Co., Ltd (WLCL)** shall reserve the rights to amend the Terms & Conditions, course contents and/or prices at its sole discretion, without prior notice.
2. WLCL reserves the rights to change tutors, reschedule the course or combine classes.
3. Our accredited partners refer to WSET® and/or The Whisky Ambassador aka People Solutions (Scotland) Ltd.

Prices

4. All prices quoted / indicated are in Thai Baht.
5. All prices quoted / indicated are inclusive of registration, tuition fee, study materials / hand-outs, wines / spirits for tasting (if applicable), and one (1) sitting of examination (if applicable). Wines / Spirits are not included for tasting for online learning programmes unless otherwise stated.

Personal Information

6. The personal information collected in the application form will be used by WLCL to process your registration for course(s) and/or event(s).
7. Failure to provide any required information in the application may result in a delay in successfully registering your booking.
8. Your details will be kept confidential by WLCL and WLCL will not pass your information to a third party. Your details may be used to contact you and/or keep you informed of our events and courses. You consent WLCL to send you marketing, advertising, and promotional information through email, voice-call, text message and/or fax.



9. A copy of your personal information / application form may be given to our accredited partners for examination purposes. It is to confirm that you may have previously attended and passed any relevant examination(s) in order to qualify for the course(s) and/or examination(s) that you are applying for.
10. Our accredited partners may contact you directly relating to the course(s) or any marketing advertisement. Please inform WLCL if you do not wish to receive any marketing or promotion advertisement from our accredited partners.

Booking and Payment

11. Booking refers to a placing for a specific course / event.
12. Booking is only confirmed when payment is received in full with the completed registration form.
13. Completed registration form(s) can be submitted via the following:
 - a. Mail:
Wine Language Co., Ltd
219/2 Asoke Towers, Soi Asoke, Sukhumvit 21
North Klongtoey Wattana
Bangkok 10110
Thailand
 - b. Email: bangkok@winelanguage.co.th
14. Once the registration form and payment are received, WLCL will issue an invoice to the applicant.
15. If an organization is sponsoring the applicant(s), the invoice shall be made attention to the company. The organization or applicant must indicate on the registration form if the invoice is required to make attention to the company.
16. The organization remains liable to pay the full course fees, even when the applicant(s) leaves the organization for whatsoever reason, prior the commencement of the course and/or during the course period.
17. Booking is not confirmed when the payment is not received in full and/or incomplete registration form.



18. Payment can be made in one of the following manner:
- a. Cheque : Payable to **WINE LANGUAGE CO., LTD**
 - b. Bank Transfer: Payee: Wine Language Co., Ltd
Bank: Bank of Ayudhya Public Company Limited (Krungsri Bank)
Account Number: 109-1-43758-5

Cancellation and Transfer

19. Once a booking is completed, cancellation will not be entertained. Any transfer of course and/or applicant must be requested via writing to WLCL. Any other form of communication will not be entertained.
20. The application to transfer the course or candidate will only be accepted if WLCL received the application **fourteen (14)** days prior the commencement of the course. If the application is approved, there will be an administrative charge of **THB 2,500** per course or per candidate for accredited programmes. For non-accredited programmes, the administrative charges will be **THB 750** per course or per candidate.
21. If the application to transfer the course or candidate will requested **less than** fourteen (14) days, it will be subject to approval at the sole discretion of WLCL and our accredited partners. If the application is approved, there will be an administrative charge of **THB 5,000** per course or per candidate for all accredited programmes. For non-accredited programmes, the administrative charges will be **THB 1,000** per course or per candidate.
22. Should there be no payment received for transfer, it is considered as no transfer is required.
23. Should the candidate fail to turn up for the course, it will be deemed as the candidate wish to withdraw from the course. Full course fees will be forfeited.



Consumption of Alcohol

24. Candidate(s) under the legal drinking age are **not allowed** to sample any alcohol in any course(s). However, it is not a barrier for any candidate to attend and complete certain programmes successfully.
25. Candidate(s), for religious, health or any other reason(s), who do not wish to sample any alcohol during the course, may do so. For WSET® Level 1 and 2 Award, this will not be a barrier for the candidate acquiring the course certification.
26. For WSET® Level 3 Award and The Whisky Ambassador, sample of alcohol is compulsory as it is an important element for the course.

Examination and Results (applicable to accredited programmes)

27. The examination date will be specific to the course the candidate registered for. Any request to change in the date of examination will only incur a charge similar to an examination re-sit fee.
28. Any candidate who did not turn up on the examination day will be deemed “Absent” with or without valid reasons (e.g. medical certificate). Should the candidate request for another examination day, it will incur a charge similar to an examination re-sit fee. Please note that in such cases, the highest awarding mark is a “Pass” for WSET® programmes.
29. Candidate may re-sit for an examination, subject to an examination re-sit fee, should he/she fails the 1st examination. Candidate who has passed the examination **may not** re-sit for an improved grade.
30. At current, the re-sit fee is at **THB 6,500** per examination per person.
31. The candidate must show proof of identity, by form of identity card, driver’s license or passport to the management, facilitator, and/or examiner, on the day of examination. WLCL reserve the rights to deny any candidate should he/she fails to do so.
32. WLCL will send an email to the candidate notifying that results are released. The results will be sent to the candidate / organization’s mailing address by mail. Under no circumstances, the results will be communicated in other forms of communication.