



BOOKING CONDITIONS FOR WINE TASTING EVENTS

Tickets for wine tasting events are 100% non-refundable, however they are transferrable. If for any reason Wineology has to cancel or change the date of the event you will be able to transfer your ticket to another event, or you can choose to take a full refund.

BOOKING CONDITIONS AND CANCELLATION POLICY FOR PLACES ON PUBLIC WSET COURSES

1. Course bookings may be made to Wineology via www.wineology.uk using a credit or debit card.
2. Invoices in respect of places on public courses and events are due for immediate payment.
3. We do not accept provisional bookings and places will only be confirmed once payment is received.
4. No materials will be dispatched until course fees are paid.
5. Cancellations of confirmed places are accepted up to 15 working days prior to the start of the course. An administration fee of £20 plus the full cost of the study materials supplied will be deducted and the remainder of the course fee refunded to the payee.
6. Transfers of a confirmed booking either to another course or applicant can be made up to 12 working days before the course start date on payment of a £20 admin fee plus the cost of any additional study materials which may be applicable. Alternative course must start within one calendar year of the course originally booked and all transfers are subject to availability on alternative course / examination dates.
7. If a confirmed course booking is cancelled by the student during the 12 working days prior to the start of the course, or at any time after the start of the course, no refund or transfer of the course fees will be made, although we would appreciate notification if you know in advance that you will be unable to attend.
8. Course fees will be refunded in full if Wineology changes a course date or cancels a course if enrolments do not reach the required minimum numbers – notification will be made in the 12 working days prior to the planned start date of the course.
9. Course / event bookings are not complete until course registration has been completed by the student.

10. Any reasonable Adjustments requirements must be made clear at the time of booking. Reasonable Adjustments can only be considered with at least 5 weeks notice. See Reasonable Adjustments Policy for more details.

BOOKING CONDITIONS AND CANCELLATION POLICY FOR IN-HOUSE TRAINING AND PRIVATE EVENTS

1. In-House Training and Private Events are subject to provision of a quote by Wineology, which is accepted by the organiser.
2. A 50% non-refundable deposit is required at time of booking. If the booking is with 15 days of the course start date the full amount is payable upon booking.
3. The remaining 50% is to be paid at least fifteen working days prior to the date of the training / event (or first date of training / event spans multiple days).
4. It may be possible to change the date / venue up to fifteen working days before the start of the training; any additional expenses will be charged to the customer and any alternative date will be subject to availability.
5. Once the full amount has been paid, the training date and location cannot be amended.
6. The organiser is responsible for ensuring that all attending candidates complete online course registration form in good time and the organiser should notify us by email (admin@wineology.uk) if any registered candidate will not be attending.
7. If the number attending is fewer than booked, no refund is due.
8. If additional candidates are added, there will be additional charges for courses that include an examination and there may be charges for other course and events.
9. There is no charge for amending names of candidates up to the date of the event if it does not include an examination.
10. There is no charge for amending names of candidates up to 12 working days in advance of courses that include an examination, but additions / swaps cannot be accommodated after this time due to WSET examination rules.

ADDITIONAL BOOKING CONDITIONS FOR COURSES WITH EXAMINATIONS

1. Examination fees are included within the price of applicable courses.
2. Examination dates are fixed to the date of the course booked. Once an exam place has been booked, it cannot be changed within 12 days of the examination (normally the last day of the course).
3. Any transfer to an alternative examination date will incur an administration fee of £20 (this is included in the fee to change the date of the whole course, if applicable). All transfer requests must be made in writing to the address shown

on this website or by email to admin@wineology.uk at least 12 working days before the original examination date.

4. Students will need to bring photographic identification with them on the date of any examination, such as a driving licence or passport. Students are unable to sit an exam if they fail to produce valid photographic ID.
5. Students requiring a reasonable adjustment must submit their request no later than 5 weeks before the examination date. Such requests must be supported by a doctor's certificate or similar document. Please see Reasonable Adjustments Policy for further explanation and details.
6. Where a student fails to attend or does not meet the criteria to pass the examination, but still wishes to gain the qualification, they should contact Wineology (admin@wineology.uk) and we will recommend options, which may include attendance at a future course, or sitting the examination on another date.
7. In the event of a student resitting a WSET examination there will be an exam resit fees: for Level 1 this will be £77, for Level 2 it is £97 and for Level 3 theory paper the fee is £120. For Level 3 tasting paper the resit fee will depend on the number of students resitting at the same session and the choice of wines specified by WSET. The final cost will be confirmed to the candidate 5 days before the resit exam date.

COURSE / EVENT REGISTRATION

1. Course / event bookings are not complete until course registration has been completed by the student or person attending (delegate). As part of the registration process, delegates are confirming that they have read and understand all of the relevant booking conditions.
2. Individual candidates, or the organiser for in-house / private events, should notify Wineology (admin@wineology.uk) if anyone who has registered is no longer intending to participate in the course / event for which they have registered.
3. The organiser of in-house / private events is responsible for ensuring that all delegates complete registration prior to the (first) date of the event, and at least 15 days in advance where a course includes an examination.
4. Wineology may use photographs of training courses and events for marketing purposes including on social media, on our website, on posters and in brochures. Images of delegates are an essential part of the usefulness of such photos. We assume that you have no objection to forming a part of such images unless you have indicated 'no' as part of the course registration process.
5. As part of completing the registration process, you agree that you would like us to contact you by email with details of this course or event. We will process your data in accordance with our Privacy Policy. You may unsubscribe from our

emails at any time by clicking the link in the footer of any such email, or by emailing us at admin@wineology.uk.

6. Please note that all bookings are non-refundable. Bookings may be transferred to another person, providing that person meets the event/course criteria. Wineology shall make a full refund if events/courses are cancelled.

SPECIAL CONSIDERATION POLICY

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the exam to permit them to demonstrate attainment. If a student's performance in the assessment is affected by circumstances beyond their control (e.g. temporary illness, injury, indisposition or adverse circumstances) Wineology will submit a Special Consideration form to WSET.

A candidate may be eligible for special consideration if:

1. Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions e.g. electricity failure, flooding, fire alarm etc.
2. Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate.
3. The application of special consideration would not mislead the user of the certificate as to the candidate's attainment.

The candidate must inform Wineology of any special consideration no more than 48 hours after the exam has taken place. If they delay any longer this may invalidate any claim.

Wineology will:

1. Submit a Special Consideration Application Form to the Assessments Manager at WSET within 7 working days of the assessment date for which special consideration is being sought.
2. Include all supporting independent documentation (form not eligible without this) .
3. In cases of serious disruption during the examination, the Examinations Officer will submit a detailed report of the circumstances and candidates affected with the completed examination papers.

If a candidate is unable to attend an examination for which they have been registered due to circumstances outside their direct control, Wineology will complete and submit

a Special Consideration Form with written 3rd party evidence, such as a doctors certificate (if due to illness), police report (if due to an accident), death certificate (if due to bereavement) etc, provided by the candidate, to support his/her application. Failure to attend due to work commitments does not qualify for "special consideration". Wineology will not charge an unused paper fee for applications where approval from WSET is granted.

REASONABLE ADJUSTMENTS POLICY

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Wineology seeks to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. However, whilst reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

1. Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity
2. Adapting assessment materials, such as providing materials in large text format
3. Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Reasonable adjustments must be approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during or after the assessment of a candidate's work. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced. This may include current medical or exception certificate, or Statement of Special Educational Needs, or Health and Care Plan, or an Individual Development Plan.

Wineology will:

1. Enquire about any special assessment needs at the time of candidate registration.
2. Inform WSET at the earliest opportunity, no later than 5 weeks before the exam date, so that appropriate arrangements can be made. It is essential to ensure that Wineology are able to comply with WSET 4 week deadline for any such submission.
3. Agree the specific arrangements for the examination.

Wineology and WSET reserve the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements and must agree before any reasonable adjustments are offered by Wineology.

Please submit any requests for Reasonable Adjustments at least 6 weeks before the date of the examination. Wineology will forward any requests for Reasonable Adjustments to WSET within 5 working days of receipt and WSET will respond after 4 working weeks after giving the request due consideration.

Any request for reasonable adjustments will be assessed on an individual basis and all efforts will be made, within reason, to accommodate the candidate's needs. Whether an adjustment will be considered reasonable will depend on several factors, which will include, but are not limited to, the needs of the disabled candidate, the effectiveness of the adjustment; the cost of the adjustment; the likely impact of the adjustment upon the candidate and other candidates. An adjustment will not be approved if Wineology feels it is unable to meet the needs of the candidate, or it involves unreasonable costs to Wineology or WSET, or it involves unreasonable timeframe, or affects the security and integrity of the assessment. This is because the adjustment is not 'reasonable'.

MALPRACTICE AND MALADMINISTRATION POLICY

Both Wineology and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. Wineology ensures compliance with Wineology WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with Wineology or WSET Policies and Procedures can fall into two distinct, but related, categories:

1. **Maladministration**, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
2. **Malpractice** where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action. Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration. There are many ways that malpractice or

maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include: [[APP should select examples from the list in WSET's policy (below) that are appropriate for your APP and split the examples into APP malpractice and student malpractice. You should not create/add your own examples.]]

For Wineology:

- Failure to adhere to WSET Policies and Procedures;
- Failure to follow WSET requirements for course delivery or exam regulations;
- Failure to follow WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET quality assurance;
- Insecure storage of exam materials;
- Revealing or sharing confidential exam materials with candidates ahead of an exam;
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance;
- Failure to disclose a Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner; Failure to timely respond to WSET;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/facilities;
- Denying WSET access to information, documentation, workforce, facilities;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality
- Misleading advertising/publicity;
- Any action likely to lead to an adverse effect.

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorised reading/amendment/copying/distribution of exam papers;

- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

In general, we also expect that both Wineology staff and our students should treat others and be treated professionally and respectfully at all times. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and Wineology policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with Wineology as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to Wineology or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

Managing Non-Compliance

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students. If WSET determines that a student has committed malpractice or maladministration, they may apply one or any of the following sanctions:

Sanctions Applicable to Students/Candidates

- Written Warning – The student is issued with a written warning that if the offence is repeated within a set period of time then further specified sanctions will be applied.
- Exam Result Declared Null and Void – A student’s exam result is disallowed. This may include invalidation and recall of a certificate already issued.
- Disqualification from a Qualification – The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months. This includes access to WSET materials.
- Student Disqualification – The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.
- Disqualifications from use of WSET certified logos and postnominals – Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.

Appeals

If you wish to appeal penalties or sanctions WSET has imposed due to Malpractice or Maladministration, please follow the procedures laid out in WSET’s Complaints Policy.

DIVERSITY AND EQUALITY POLICY

Wineology is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all customers and candidates are treated fairly and equally at all times.

This policy applies to all Wineology staff and to any individual acting on behalf of Wineology.

Wineology assures equality of opportunity for customers and candidates by:

1. Promoting open access to WSET and other qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
2. Ensuring that the format and content of all specifications, examinations and other Wineology materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
3. Allowing candidates with special educational needs, disabilities or temporary injuries to access WSET and other assessments without changing the demands

of the assessment in line with our Reasonable Adjustment and Special Consideration policies.

4. Ensuring that this policy is considered during the development and implementation of new qualifications, courses and other Wineology business.
5. Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format.
6. Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Candidates who believe they may have been unfairly discriminated against by Wineology should raise this with Wineology in the first instance.

This policy must be confirmed as read by all Wineology staff and educators and made available to candidates upon request.

WINEOLOGY COMPLAINTS POLICY

Wineology holds WSET Approved Programme Provider (APP) status. Complaints against any action or practice which threatens the integrity of WSET courses, Wineology staff or a student, should in the first instance be discussed with Natalie Mirzoeff, owner of Wineology.

The complaint must be made by email to natalie@wineology.uk and include the students full name and address, full details of the complaint (with any supporting documents) and details of any previous attempts made to resolve the problem.

We guarantee confidentiality and that the complaint will not prejudice the student in anyway.

Wineology undertakes to investigate all complaints in a thorough and professional manner.

This includes, but is not limited to:

1. The complainant will receive acknowledgement within three days.
2. Notifying the complainant that their complaint will be investigated by a named individual within a given timescale of 20 working days.
3. Informing the complainant of the outcome of the investigation in writing.
4. Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory.

If the complainant is not satisfied with the outcome, they should submit an appeal to Wineology which will be reviewed within 20 working days.

If the complaints process has been completed and the complainant is still not satisfied with the outcome, they may refer their complaint to WSET.

Complainants should send details of their complaint, including steps already taken by Wineology to qa@wsetglobal.com.

Examples of complaints would be:

1. Dissatisfaction with teaching, facilities or administration of WSET courses.
2. Allegations of discrimination or unfair treatment.
3. Falsifying results, assisting candidates with answers.
4. Allowing unauthorised material into the exam room e.g. phones, notes etc.
5. Allowing candidates to copy from each other.
6. Disruptive behaviors e.g. talking during the exam.

WSET ACADEMIC APPEALS POLICY

Candidates requiring enquiry (re-mark) and/or feedback on their examination paper should contact Wineology by e mail at admin@wineolog.uk and request an Enquiry and Feedback Form. The form must be completed and submitted to WSET along with the appropriate fee within 12 weeks of the date of the examination. Any request received outside this timeframe will not be reviewed. Enquiries and feedback will be issued within eight weeks of receipt by WSET.

Any candidate dissatisfied with the result of an enquiry of an examination paper should contact Wineology at admin@wineology.uk and request an Appeal against Enquiry Application Form, which must be completed and returned to WSET together with the appropriate fee, no more than 10 working days following notification of the enquiry decision. Appeals received outside this timeframe will not be reviewed. Appeals will be issued within eight weeks of receipt by WSET.

CONFLICT OF INTEREST

Introduction

The purpose of this policy is to protect the integrity of Wineology decision-making process and therefore to enable WSET learners and wider stakeholders to have confidence in the integrity of qualifications provided and to protect the integrity and reputation of Wineology and its staff working on our behalf.

Scope of policy

This policy applies to all Wineology staff, and other individuals who work with Wineology in the development, assessment and delivery of all of its qualification courses.

Defining a conflict of interest

A conflict of interest is a situation in which an organisation or individual has competing interests or allegiances.

Conflicts of interest could include:

1. Wineology staff that have friends or relatives undertaking WSET examinations or other qualification courses
2. An examiner officer is sitting an examination.

During meetings or other activities, Wineology staff will disclose any interest in a transaction or decision where there may be a conflict of interest with any other organisation.

Declaring conflict of interest

If any Wineology staff believes they have a conflict of interest or relationship with an individual or organisation, they must declare this as soon as the conflict of interest is identified or known about to the owner of Wineology.

If Wineology staff identify what they believe to be a conflict of interest, they will inform the individual immediately.

Managing conflict of interest

Where a conflict of interest is either declared or identified, Wineology will act to either manage or remove the conflict of interest.

If it is not possible to manage or remove the conflict of interest, Wineology will not be able to deliver the qualification.

Responsibilities

Natalie Mirzoeff is the owner of Wineology. As such she will oversee the implementation and adherence of the conflict-of-interest policy.