

Cancellation and attendance of presential courses

Please note that places on WSET courses are limited and there is often a waiting list. Students must be pre-registered for the exam with WSET London and exam fees are non-refundable after the exam registration deadline has passed, nor can those on the waiting list take the place. As such, please read the cancellation policy below carefully.

- Cancellations received 14 (calendar) days or more prior to course start date: no cancellation fee. Student may re-register for a future course or receive refund. In the case of refund, the cost of any study pack already received will be deducted from refund amount.
- Cancellations received between 8-13 (calendar) days prior to course start date:
 - Level 1 courses: €65 (+IVA) fee to transfer to a future course, or €65 (+IVA) discounted from refund of course fee.
- Level 2 and 3 courses: €155 (+IVA) fee to transfer to a future course, or €155 (+IVA) discounted from refund of course fee. In the case of refund, the cost any study pack already received will be deducted from refund amount.
- Cancellations received 7 (calendar) days or fewer prior to course start date, or no-show on day of course: no refund of course fee.

WSET qualifications are regulated by Ofqual, the English regulator for qualifications and examinations. Both the WSET and Wine Courses Barcelona are educational institutions and, as such, we take the integrity of the qualifications we deliver seriously. In order to be eligible to take the final exam, students must attend a minimum of 70% of teaching hours, though it is recommended that students attend all classroom hours.

Cancellation of online courses and attendance of exams for online students

Bookings of online courses can be cancelled and refunded up to 7 (calendar) days prior course start dates, provided students have not yet accessed the online classroom. Cancellations after this period, or cancellations once the online classroom has been accessed, cannot be refunded.

Once booked to attend a presential exam with Wine Courses Barcelona, students can make changes to this booking up until 14 calendar days prior to the exam. Cancellations or requests for postponements within the 13 days prior to the exam will be subject to a transfer fee of €50+IVA in order to book a new exam at a later date.

Once booked to attend an online exam, it is the student's responsibility to fully review the guidance for remotely invigilated exams, which will be issued by Wine Courses Barcelona at the time of booking an online exam. Students can request amendments (including cancellation) to an online exam booking only until 7 working days prior to exam date. After this, students will be required to re-book and re-pay their exam fee.

Diversity and equality

All courses run by Wine Courses Barcelona are open to persons of 18 years age and over, regardless of race, sex, gender, religion or any other parameter of diversity. Our international student body is representative of our belief in inclusion, and our desire to learn from one another and to instil a passion for wine and spirits in people from all walks of life. We aim to promote initiatives which offer financial support to those wishing to begin their education in wine, particularly those from groups which have been historically under-represented in the wine industry. Please see our Social Media or get in touch for more information.

Reasonable adjustments

Reasonable adjustments will be made for students where a disability, whether physical or mental, impacts on their ability to access learning materials, attend classes or sit examinations. Please make note of any special requirements in the relevant box during the booking process, or contact sharon@winecoursesbcn.com directly to discuss your needs.

Special considerations

Special consideration will be given to students experiencing extenuating circumstances which affect their ability to attend scheduled course dates or examinations. Please contact sharon@winecoursesbcn.com in the first instance.

Complaints and appeals

If you wish to make a complaint towards Wine Courses Barcelona (WCB) or the Wine and Spirits Education Trust (WSET), please contact sharon@winecoursesbcn.com. The acknowledgment of all written complaints will be made within three working days. In the case of complaint against WCB, we aim to offer a complete resolution within a further 10 working days. In the case of complaint against WSET, we will work with the complainant to guide them through the complaint and resolution policy of the WSET.

If you wish to appeal the result of a WSET examination, please notify WCB by emailing sharon@winecoursesbcn.com within 5 working days of receipt of your exam result.

Conflict of interest

Where a conflict of interest is believed to exist between the educator and/or examinations officer and any student attending a WSET course, this will be notified to the WSET and measures put in place to ensure the integrity of services provided by WCB and the WSET.

Malpractice

Suspected or confirmed malpractice during WSET examinations may lead to disqualification, voiding of exam results and/or suspension from attendance of WSET courses and examinations.

Privacy and data protection

Students who register for any WSET course with Wine Courses Barcelona consent for their name, gender, date of birth and email address to be shared with WSET. You can consult WSET's privacy policy by clicking [here](#). Wine Courses Barcelona will never share your personal details with any other third party without your explicit permission. If any student would like to request their personal data be deleted from our system, please contact sharon@winecoursesbcn.com.