

BOOKING TERMS & CONDITIONS

INCLUDING CANCELLATIONS & REFUNDS

1.0 Restrictions on Application (All Courses)

- 1.1 Candidates applying for a course may not apply for examination only (except for resit examinations).
- 1.2 Candidates applying must be 18 years old or over.

2.0 Application Payment & Allocation

- 2.1 Vacancies are allocated strictly in the order that complete and valid application forms are received. An application form without the full fee and proof of payment or invoice request will be invalid and no course/examination booking will be confirmed until the full fee has been received.
- 2.2 If an organisation requests an invoice for a place on a course for one of its employees and that employee, at any time subsequent to the invoice being raised, leaves the organisation's employment - for whatever reason - the organisation which requested the invoice remains liable to pay the full course fee.
- 2.3 All courses and examinations are subject to minimum student numbers. AWSEC® reserves the right to cancel courses and/or examinations if there is an insufficient number of students.
- 2.4 Minimum numbers of fully paid students are required for a particular course to run. If on reaching the application deadline, there are insufficient students to run a particular course or programme, that course or programme will be rescheduled if possible, otherwise it will be cancelled and a full refund will be arranged for those students who have already paid. Students must note that refunds can take SIX (6) to EIGHT (8) weeks to process.

3.0 Cancellation of Application (All Courses)

- 3.1 If an application is cancelled, for whatever reason, up to ELEVEN (11) working days prior to the start of the course or THIRTY (30) days prior to the first examination relating to that course (whichever comes first), an administration fee of HK\$500 will be charged, plus the cost of any study materials supplied, and the remainder of the course fee will be returned to the payee.
- 3.2 If an application is cancelled, for whatever reason, during the TEN (10) working days prior to the start of the course or less than THIRTY (30) days prior to the first examination relating to that course (whichever comes first), or at any time after the start of the course or after the first examination relating to the course, the course fee remains payable in full and therefore no refund will be given.
- 3.3 AWSEC endeavours not to make any changes, however reserves the right to change the published prices of its programmes or materials or cancel courses or examinations at any time.

4.0 Transferral of Application (All Courses)

- 4.1 Once an application has been made, any transfer to another course - or to another applicant – is subject to availability and will incur an administration fee of HK\$500. Transfers will only be accepted up to TEN (10) working days prior to the start of the course or THIRTY (30) days prior to the first examination relating to that course (whichever comes first).

5.0 Absence of Session(s)

- 5.1 Absence of sessions is not accepted for WSET Level 1 courses.
- 5.2 If a candidate is unable to attend a session (excluding WSET Level 1) for any reason (such as work commitments), or requires a session change AFTER the course has started, each individual session change will incur an administration fee of HK\$300.
- 5.3 If a candidate is unable to attend a session due to illness and is able to provide medical proof of absence (doctor's certificate or similar document) within THREE (3) working days of the missed session, the administration fee for arranging a make-up session will be waived.
- 5.4 AWSEC will try to assist and find a suitable alternative session but there is no guarantee that such an alternative will be available. If no suitable alternative is available before the registered examination, candidates may opt to take the examination without having done the missed session(s). Otherwise, the examination will also need to be postponed in which case an administration fee of HK\$300 will be incurred for postponement made up to THIRTY (30) days prior to the examination date, or the full resit fee for postponement made within THIRTY (30) days prior to the examination date.
- 5.5 No requests will be processed without payment in advance.

6.0 Examination Arrangement (All Courses)

- 6.1 All applications will automatically be registered for a place on the examination date(s) relating to that course. Any applicant who wishes to postpone their examination within THIRTY (30) days of the registered examination date will be charged the full resit fee.
- 6.2 Any changes to the registered examination date should be made at least THIRTY (30) days prior to the registered examination date. Each change of examination date will incur an administration fee of HK\$300. Upon any postponement of the examination date, the examination must be completed within ONE (1) year of the final session of the course.
- 6.3 Any absence from a candidate's registered examination will result in the forfeiture of that candidate's full examination fee. Registration for any subsequent examination will incur the full examination fee to be paid again in advance.
- 6.4 Candidates who are absent from their registered examination due to illness must inform us before the examination and provide medical proof (doctor's certificate or similar document) within THREE (3)

working days of the examination date. Under such conditions, candidates will not need to pay the full examination fee again but will be charged a re-registration fee of HK\$500 for a future examination date. Payment must be completed and payment proof provided within SEVEN (7) working days and the re-registered examination must be taken within ONE (1) year. Failure to provide notice and payment proof before the deadline will result in a forfeit of the full examination fee and the candidate will have to pay the full examination fee again for any future examination date.

- 6.5 Candidates requiring special examination conditions because of dyslexia or other medical reasons must submit their request at the time of their application to AWSEC. Such requests must be supported by a doctor's certificate or similar document.
- 6.6 Examination 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.
- 6.7 Any uncollected examination results will be destroyed after 6 months. If a candidate then requires a reprint of examination results, an administration fee of HK\$500 and THIRTY (30) day processing time is required.