

Cancellation and Refund Policy

Course Cancellations/Refunds

This policy applies to all Wine & Spirit Education Trust (WSET) courses run by Vin Sans Fin Education Ltd. (trading as “VSF Wine Education”) with in-class, blended learning and/or online delivery models.

Registration for WSET courses are only refundable **up to four weeks** prior to the course start date. All refund requests must be made in writing by email to the respective administrator or manager.

When issuing a refund, we reserve the right to deduct:

- An administration fee of GBP 50
- Unrecoverable payment processing fees incurred with the booking
- The cost of any WSET study materials supplied to date
- Refunds are not available for cancellations received within four weeks of the course start date.

On occasion, due to unforeseen circumstances, we may need to postpone or reschedule a course or event. If an alternative date or a credit is not acceptable, we will refund payment in full (less the cost of any WSET study materials supplied).

Where circumstances are beyond our reasonable control or are out of our hands (for example, government restrictions), we reserve the right to postpone and reschedule all or part of any course or event and no refunds will be offered.

VSF Wine Education may allow exceptions to the above on a case-by-case basis for medical or family emergency reasons or unique circumstances, subject to documentation proof.

Refunds will not be granted for any course no-shows.

Course Transfers

Enrollment for all or part of WSET courses are not transferable to another person.

Transfer of an in-class registration to an alternative in-class course date is permissible up to four weeks prior to the course start date – subject to availability.

Bookings specifically for WSET online “eLearning” courses are not transferable and are not refundable.

Transfer requests must be received in writing or by email, and will incur an administration fee of GBP 50.

Transferred courses are not eligible for refunds.

WSET Exams

When you register for a WSET course, you are booked to take your exam on a specific date which is indicated in your course schedule. You can inquire about exam schedule dates before registration, and you will be provided with the course schedule and you will be reminded upon registration.

As examination dates are fixed to the course you register for, any transfer to an alternative exam date will incur an administration fee of GBP 200. Please note that if you do not attend your scheduled exam (no-show), you will be charged a fee of GBP 200 to rebook your exam.

Exam date transfer requests must be made in writing by email **at least 15 working days** before the exam date to the respective administrator or manager and are subject to availability.

You must agree to a new exam date within 12 months from the start of your current course. It is possible that your first choice may not be available if the exam is already full.

Exam date transfer requests made within **15 or less working days** of the exam date will incur the administration fee plus the cost of the unused exam paper.

After 12 months from the start of your current course, if you still need to sit the exam, you will be charged an exam re-sit fee which varies depending on the course, as well as an extra GBP 100 administration fee.

The only exception to this policy is in case of a valid and verified personal, medical or family emergency, subject to approval from WSET.

Contact Us:

Exams Manager

VSF Wine Education

a trading name of Vin Sans Fin Education Ltd.

(registered in England and Wales)

Company Registration No.: 11519690

Data Protection Registration: ZA255691

Address: The Engine House Bexley, 2 Veridion Way, Erith DA18 4AL, United Kingdom

Telephone: +44 808 901 2029

Email: info@vsf.wine

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