

CENTRAL COAST

SCHOOL OF WINE

Refunds & Cancellations Policies

Central Coast School of Wine recognizes that circumstances may occur after you enroll for a course that may prevent you from attending the program. Our cancellation and refund policies and options are as follows:

Central Coast School of Wine elects to cancel or reschedule a course

In the event that Central Coast School of Wine must cancel or reschedule a course you have enrolled in you will be offered two options:

- 1. Request a Refund of your Enrollment Fee in Full.** Your enrollment fee will be completely refunded to the credit or debit card used at the time of enrollment. In the event that payment was made via personal or bank check, your enrollment fee will be made by check to the person and mailing address indicated at the time of enrollment. If you enrolled in Afterpay™ pay-over-time service, Central Coast School of Wine will notify Afterpay™ of the cancellation and they will issue you a refund of any amounts paid as per their refund policies.
- 2. Reschedule your enrollment in a future course at the same level.** You may elect to have your enrollment transferred to another course at the same certification level with Central Coast School of wine within twelve (12) months of the original course date. This enrollment transfer will be exempt from any tuition increase (if applicable) or processing fees. This option is not eligible to transfer enrollment to another WSET APP.

You must respond in writing with your selected option within ten (10) business days of notification of cancellation. Candidates that do not respond will automatically receive a full refund of their enrollment fee as per the details in Option 1 above. Candidates that request a full refund or default to full refund will forfeit the exemption from any tuition increases that may occur.

Cancellations by Enrolled Students/Candidates

Cancellations more than three weeks (15 business days) before course start date

Option 1: Reschedule your enrollment to a future course at the same level. This option does not incur any processing fees. Your enrollment fee will transfer to the future course date with Central Coast School of Wine for the same level at no additional cost, even if the tuition has increased for the future course, provided that the rescheduled date is within nine (9) months of the original course date. This option is not eligible to transfer enrollment to another WSET APP.

Rescheduling requests may be made by calling us at 805-285-7165 opt. 1 or via e-mail to:

course.admin@ccschoolofwine.com.

Option 2: Refund of your paid tuition fee. We will refund your tuition fee less a 6% transaction processing fee within 10 business days of your refund request. Refund requests must be made in writing to:

course.admin@ccschoolofwine.com

Cancellations less than three weeks (15 business days) before course start date

Option 1: Reschedule your enrollment to a future course at the same level. Your enrollment fee will transfer to the future course date with Central Coast School of Wine at the same level within nine (9) months of the original course date. You will be charged a **\$50 rescheduling fee**, however you will not be subject to any tuition increases, if any, for the same level course. This option is not eligible to transfer enrollment to another WSET APP. Rescheduling requests may be made by calling us at 805-285-7165 opt. 1 or via e-mail to:

course.admin@ccschoolofwine.com.

Option 2: Refund of your paid tuition fee. We will refund your tuition fee minus a **\$150 cancellation fee** within 10 business days of your refund request. Refund requests must be made in writing to:

course.admin@ccschoolofwine.com

Cancellation after the course begins

Option 1: Request to reschedule your enrollment to a future course at the same level with Central Coast School of Wine. Rescheduling eligibility will be determined on a case-by-case basis determined by Central Coast School of Wine. We will make every reasonable effort to allow you to reschedule your participation. Rescheduling to a future course date will incur a **\$100 re-scheduling fee**, however you will not be subject to any tuition increases, if any, for the same level course provided your rescheduled enrollment is within nine (9) months of the original course date. This option is not eligible to transfer enrollment to another WSET APP. Rescheduling requests may be made via e-mail to:

course.admin@ccschoolofwine.com

no later than 9:00am of the first day of the course to be eligible for this option.

Option 2: Request a Partial Refund. A partial refund request may be made via e-mail to:

course.admin@ccschoolofwine.com

no later than 9:00am of the first day of the course to be eligible for this option. Refunds after the course begins will be offered with the following cancellation fee schedule:

Level 1: Refund will incur a \$175 cancellation fee plus a 10% transaction processing fee.

Level 2: Refund will incur a \$250 cancellation fee plus a 10% transaction processing fee.

Level 3: Refund will incur a \$350 cancellation fee plus a 10% transaction processing fee.

No exceptions will be made to these cancellation fee policies.

No-Show Candidates

Enrolled candidates that do not show up for their course and do not contact Central Coast School of Wine by 9:00am the first day of the course will **forfeit their full tuition fees by default**. Exceptions may be granted subject to the cancellation fee schedule outlined in Option 2 for rare, extreme, circumstances outside the candidates control as determined by Central Coast School of Wine based on supporting documentation provided by the candidate to

course.admin@ccschoolofwine.com

within three (3) calendar days of the start date of the course. Exceptions will require valid, documented circumstances that prevented more timely communication to Central Coast School of Wine to request a cancellation and partial refund.

Exam Rescheduling

We will generally try to reschedule you for a future exam date as long as you provide advance notice of at least fifteen (15) business days of your scheduled exam date. This may incur a partial rescheduling fee in some situations. If you do not show up for the exam without notice, then you will be required to re-register for the exam and will be required to pay the full exam re-sit fee.