



## TERMS & CONDITIONS

### General

1. Wine Language Pte Ltd (WLPL) shall reserve the rights to amend the Terms & Conditions, course contents and/or prices at its sole discretion, without prior notice.
2. WLPL reserves the rights to change tutors, reschedule, cancel the course or combine classes.
3. All registration(s) submitted by the candidate(s) and / or organization(s) are deemed to have read this terms and conditions before submitting the necessary documents.

### Prices

4. All prices quoted / indicated are in Singapore Dollars.
5. All prices quoted / indicated are inclusive of registration, tuition fee (classroom or online), study materials, samples for tasting, and one (1) examination (if applicable) or otherwise stated. Samples are **NOT** included for tasting for online learning programmes unless otherwise stated.

### Course Funding / Subsidy

6. Singaporeans and Permanent Resident of Singapore **MAY** qualify for course fee funding / subsidy for certain courses offered by WLPL.
7. The funding / subsidy are offered by **SkillsFuture Singapore (SSG), SkillsFuture Credit (SFC), NTUC Union Training and Assistance Programme (UTAP)** and/or **Employment and Employability Institute (e2i)**. All funding / subsidy are subject to terms and conditions by the respective agencies. Funding / subsidy are not applicable if the terms and conditions from the respective agencies are not met.
8. For course funding / subsidy offered by SSG, candidates are required to pay the nett fee only, after deducting the funding / subsidy portion of the course fee. Nett fee refers to full fee less pre-approved subsidy. For company sponsored candidates, the company is required to pay the full fees. The company will be required to submit their claim via [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg). Once the claim is approved, Wine Language Pte Ltd will reimburse the claim to the company via cheque.



9. For course funding / subsidy offered by e2i, candidates and/or organizations are required to pay the full course fee. Upon successful completion of the course, WLPL will reimburse the funding / subsidized portion of the course fee to the candidates and/or organizations.
10. In the event the candidates and/or organizations fails to meet the terms and conditions required by the respective agencies, WLPL have the rights to recover any fee that was deducted as the funding / subsidy portion of the course fees.
11. In the event, there is an error in calculating any funding / subsidy, WLPL have the rights to recover any outstanding course fee from the candidates and/or organizations.
12. Any outstanding payment will incur an interest rate of **5%** per month.

### **SkillsFuture Credit**

13. SkillsFuture Credit (SFC) may be use for some courses offered by WLPL.
14. Singaporeans aged 25 years old and above may utilize their SFC to pay for their course fees that are SFC applicable.
15. Candidate are required to submit a claim via SkillsFuture Credit portal and make claim payable to Training Provider.
16. SFC **CANNOT** be used to pay for any cancellation or penalty fees.

### **Attendance Guarantee Deposit**

17. Attendance Guarantee Deposit (AGD) is only applicable to candidates eligible for SSG / SFC approved courses.
18. AGD is applicable for self-paying candidates only.
19. Candidates eligible for SSG / SFC subsidy are required to pay an AGD, equivalent to the net fee payable amount on the course that they are enrolling. This deposit is for candidates to commit to the course(s) that they have enrolled.



20. AGD will be refunded to the candidate(s), via cheque payable to their name, after they have completed the enrolled course and after SSG /SFC has disburse the claim amount to Wine Language Pte Ltd.
21. AGD will not be refunded to the candidate(s) under the following conditions:
  - a. if he / she receives the necessary study materials prior the course and cancels his / her attendance for the registered course.
  - b. If the **Cancellation and Transfer** conditions reflected in this document are not met.
  - c. Other terms and conditions reflected in this document are not met.

## Personal Information

22. The personal information collected in the application form will be used by WLPL to process your registration for course(s) and/or event(s).
23. Failure to provide any required information in the application may result in a delay in successfully registering your booking.
24. Your details will be kept confidential by WLPL and WLPL will not pass your information to a third party. Your details may be used to contact you and/or keep you informed of our events and courses. You consent WLPL to send you marketing, advertising, and promotional information through email, voice-call, text message and/or fax, in accordance to Personal Data Protection Act 2012 (PDPA).
25. A copy of your personal information / application form may be given to our accredited programmes partners for examination or administrative purposes. It is to confirm that you may have previously attended and passed any relevant examination(s) in order to qualify for the course(s) and/or examination(s) that you are applying for.
26. Our accredited programmes partners may contact you directly relating to the course(s) or any marketing advertisement. Please inform WLPL if you do not wish to receive any marketing or promotion advertisement from our accredited programmes partners.
27. During your attendance with our programmes, we reserve the rights to take pictures or any other media of you. The pictures or other media may be used by Wine Language Pte Ltd for its marketing purposes. It may also be published on social media platforms.



## Booking and Payment

28. Booking / Registration refers to a placing for a specific course / event.
  29. Booking is only confirmed when payment is received in full with the completed registration form.
  30. Candidate(s) may complete the registration at:
    - a. Online: <http://www.winelanguage.sg/registration-form.html>
  31. For candidate(s) whom prefer hard copy, the registration form is downloadable from <http://www.winelanguage.sg/downloads.html>. The complete registration form may be sent to us via:
    - a. Mail: Wine Language Pte Ltd, 59 Ubi Avenue One, #03-11 Bizlink Centre, Singapore 408938
    - b. Email: [courses@winelanguage.sg](mailto:courses@winelanguage.sg)
  32. Once the registration form and payment are received, WLPL will issue an invoice to the applicant.
  33. If an organization is sponsoring the applicant(s), the invoice shall be made attention to the company. The organization or applicant must indicate on the registration form if the invoice is required to make attention to the company.
  34. The organization remains liable to pay the full course fees, even when the applicant(s) leaves the organization for whatever reason, prior the commencement of the course and/or during the course period.
  35. Booking is **not** confirmed when the payment is not received in full and/or incomplete registration form.
  36. Payment can be made in one of the following manner:
    - a. Cash
    - b. Cheque: payable to **WINE LANGUAGE PTE LTD**
    - c. Bank Transfer: Payee: Wine Language Pte Ltd  
Bank: OCBC  
Swift Code: OCBCSGSG (Oversea-Chinese Banking Corporation Limited)  
Bank Code: 7339  
Branch Code: 647  
Account Number: 647702489001
- For overseas transaction, please include an **S\$20/-** bank fees.
37. Any outstanding amount remains payable upon billing, and will incur an interest of **5%** per month.
  38. WLPL reserves the rights to recover any outstanding amount via legal means. Any necessary legal charges shall be borne by the candidate(s) and / or organization(s).



## Cancellation and Transfer

39. Once a booking is completed, cancellation will not be entertained. Any transfer of course and/or applicant must be requested via writing to WLPL. Any other form of communication will not be entertained.
40. The application to transfer the course or candidate will only be accepted if WLPL received the application **twenty-one (21)** working days prior the commencement of the course. If the application is approved, there will be an administrative charge of **S\$150** per course or per candidate for accredited courses. For non-accredited courses, the administrative charges will be **S\$30** per course or per candidate.
41. If the application to transfer the course or candidate will requested **less than** twenty-one (21) working days, it will be subject to approval at the sole discretion of WLPL. If the application is approved, there will be an administrative charge of **S\$250** per course or per candidate for all accredited programmes. For non-accredited programmes, the administrative charges will be **S\$50** per course or per candidate.
42. Should the candidate fail to turn up for the course, it will be deemed as the candidate wish to withdraw from the course. Full course fees will be **forfeited**. Candidate will be liable to pay up the full course fees via Cash or Cheque, payable to Wine Language Pte Ltd.
43. Should the candidate fail to turn up for the examination (if applicable), the candidate is required to pay a resit fee if he / she wishes to attempt for the next scheduled examination.

## Completion of Course

44. Once the candidate(s) attend(s) the course(s), he / she **MUST** complete the course by successfully passing the assessment, if applicable, within 120 days from the course start date.
45. In the event that the candidate(s) do not complete the course successfully, he / she is **OBLIGATED** to fulfil the full payment of the full course fees. Wine Language Pte Ltd will not apply any subsidy / funding or his / her behalf.



## Consumption of Alcohol

46. Candidate(s) under the legal drinking age are **NOT** allowed to enrol into any courses / workshops / events that involves sampling / consumption / service of alcohol.
47. Candidate(s), for religious, health or any other reason(s), who do not wish to sample any alcohol during the course / workshop / event, may do so. For selected courses / workshops / events, this MAY not be a barrier for the candidate acquiring the course / workshop certification.
48. For selected courses, sample of alcohol is compulsory as it is an important element for the course.
49. For those with known or unknown medical reason(s) or ladies whom are pregnant or breastfeeding, it is of the candidates' own will to participate the course / workshop / event at his / her own accord. Wine Language Pte Ltd will not be liable for any mishap arising from the candidates' own will to participate in the course / workshop / event.

## Examination, Results and Resit Fee (applicable to accredited programmes)

50. The examination date will be specific to the course the candidate registered for. Any request to change in the date of examination, with or without valid reasons (e.g. medical certificate), will incur a charge similar to an examination re-sit fee.
51. Any candidate who did not turn up on the examination day will be deemed "Absent" with or without valid reasons (e.g. medical certificate). Should the candidate request for another examination day, it will incur a charge similar to an examination re-sit fee. Please note that in such cases, the highest awarding mark is a "Pass" for WSET® programmes.
52. Candidate may re-sit for an examination, subject to an examination re-sit fee, should he/she fails the 1<sup>st</sup> examination. Candidate who has passed the examination **may not** re-sit for an improved grade.



53. At current, the re-sit fee as follows:
- a. \$250 for WSET Level 1 Award in Wines
  - b. \$250 for WSET Level 2 Award in Wines and Spirits
  - c. \$600 for WSET Level 3 Award in Wines
  - d. \$250 for The Whisky Ambassador
  - e. \$250 for Shochu + Sake Navigator
  - f. \$150 for Sake Navigator
  - g. \$150 for Shochu Navigator
  - h. \$580 for International Kikisake-shi
54. The candidate must show proof of identity, by form of identity card, driver's license or passport to the management, facilitator, invigilator and/or examiner, on the day of examination. WLPL may not allow the candidate to sit for the examination if he/she fails to do so.
55. WLPL will send an email to the candidate notifying that results are released. The results / certificates will be sent to the candidate / organization's mailing address by mail. Under no circumstances, the results will be communicated in other forms of communication.

## Others

56. Wine Language Pte Ltd will **NOT** be held liable for the candidates for any mishap or accident that arises during his / her participation of course / workshop / event.
57. This version of Terms and Conditions supersede any previous versions.
58. Should there be any dispute(s), the decision of WLPL is final.