

LWA - TERMS & CONDITIONS

Corporate Events

1. A 50% deposit is required at the time of booking any corporate event.
2. The balance is due 5 working days prior to the event.
3. Any further charges incurred that are not already included in the agreed event fee, are payable within 14 days after the event.
4. We reserve the right to charge the credit card on file with the outstanding amount if payment is not received within 14 days after the event.

Cancellation and Rescheduling Procedure for Corporate Events

1. If a booking is cancelled by you (the client), no refunds apply and you will be responsible for any further charges incurred by LWA that are not covered by your deposit.
2. If you (the client) change a confirmed booking to another date, a £75 administration fee will apply and you (the client) will be responsible for any other rescheduling charges incurred by LWA.
3. We reserve the right to charge the credit card on file with the outstanding amount if payment is not received within 7 days after any event.

Wine Courses, Tastings, One-day events and Gift Vouchers

1. Full payment must be received prior to the course start date.
2. A place on a course is allocated strictly in the order that payment or completed booking forms are received.
3. Gift vouchers will be dispatched after payment has been received in full and must be used as specified on the voucher or before the expiry date if an open voucher was purchased.
4. Open vouchers can be changed to a different type of course upon payment of the difference in course fee.
5. Gift vouchers are non-refundable; however bookings can be changed to another course or person subject to the terms and conditions stated below. (Rescheduling Procedure 1 – 4)
6. We will accept your booking by telephone when paying by credit card. However, all telephone bookings must be followed up with written confirmation via email or fax.

Cancellation, Refunds and Rescheduling Procedure

If you are unable to attend a course, you will be able to transfer to another course, subject to availability, (within 6 months of the original course date) or transfer your place to a friend/colleague or family member. The following charges and rules apply:

Cancellations and Refunds:

1. If a refund is requested within 7 days of payment for any open voucher (prior to any fixed date being booked) to the value of £190 a £25 administration fee is payable and £50 for any value greater than £190. After 7 days point 2 below applies.
2. If a booking is cancelled more than 8 weeks prior to the beginning of the event a £50 administration fee becomes payable for level 1 and 2 courses and £25 per place for open one day vouchers, workshops and other events. The balance will be refunded.
3. If a booking is cancelled less than 8 weeks prior to the beginning of the event, no refund will apply.
4. If you fail to attend any course or event, no refund will apply.

Rescheduling Procedure:

1. If a booking is changed to another date or course more than 8 weeks prior to the beginning of the event, no fee is charged.
2. If a booking is changed to another date or course between 3 and 8 weeks prior to the event, a £50 administration fee applies for all courses and £25 for One-day events.
3. No date changes are allowed less than 3 weeks prior to any event. However, you are welcome to transfer your place in the name of a friend/colleague or family member free of charge.
4. Name changes will be free of charge for the first change and charged at £25 per change thereafter.
5. If you are unable to attend any course due to illness, upon receipt of your medical certificate, you will be able to reschedule the date subject to availability. A £50 administration fee for all courses and events will apply.

Missed class procedure for Level 1 and 2 courses - Please email the office for further information.

General:

1. All reschedule notifications or cancellations must be received in writing (email or fax).
2. We reserve the right to cancel or reschedule any course or event.
3. A full refund will apply if you can't make the new date.
4. We reserve the right to charge your credit card with the outstanding amount if the applicable administration fee has not been paid.
5. All bookings including any special offers are subject to our standard terms and conditions.
6. If you book a place on any course or event, you agree to be bound by our terms and conditions.