



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 learner(s) and / or organization(s) are deemed to have read this terms and conditions.

Personal Information

4. The personal information collected in the registration form will be used by WLPL to process your registration for course(s) and / or event(s).
5. Failure to provide any required information or incomplete information in the application may result in a delay in successfully registering your booking.
6. Your details will be kept confidential by WLPL. 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).
7. A copy of your personal information / registration form may be given to our accredited course partners for examination and / or administrative purposes. It is to confirm that you may have previously attended and passed any relevant assessment(s) / examination(s), to qualify for the course(s) and / or assessment(s) / examination(s) that you are applying for.
8. Our accredited course partners may contact you directly relating to the course(s) and / or any marketing advertisement.
9. During your attendance with our courses and / or events, we reserve the rights to take pictures or any other media of you. The pictures or other media may be used by WLPL and its partners for marketing purposes. It may also be published on social media platforms.



Prices

10. All prices quoted / indicated are in Singapore Dollars.
11. All prices quoted / indicated are nett. We are not Goods and Services Tax (GST) registered.
12. All prices quoted / indicated are inclusive of registration, tuition fee for in-person learning, study materials, samples for tasting, and one (1) sitting of the assessment / examination (if applicable) or otherwise stated. Samples are **NOT** included for tasting for online / digital learning programmes unless otherwise stated.

SkillsFuture Credit (SFC), NTUC Union Training Assistance Programme (UTAP)

13. All Singaporeans aged 25 years old and above can use their **SkillsFuture Credit (SFC)** from the government to pay for a wide range of approved skills-related courses. Learner(s) are required to submit a claim via <https://www.myskillsfuture.gov.sg/content/portal/en/e-services/e-services.html> and make claim payable to Training Provider. SFC **CANNOT** be used to pay for any cancellation fees, penalty fees and / or recovery of any pre-approved subsidy.
14. For selected SFC eligible courses, learner(s) may claim their SFC for the course. If there are insufficient SFC, the balance amount may be payable by cash. Please note that **SFC Mid Career is NOT applicable** for our courses.
15. **NTUC Union Training Assistance Programme (UTAP)** is a training benefit for NTUC members/ NTUC Starter members to defray their cost of training. This benefit is to encourage more members to go for skills upgrading and re-skilling. NTUC Union Membership is open to anyone above the age of 16, except for personnel from Singapore Police Force, Singapore Prison Service, Civil Defense Force, Singapore Armed Forces, Narcotics Service or Auxiliary Police bodies (Certis Cisco, Aetos and SATS), foreign domestic workers, and full-time students.
16. NTUC members enjoy 50% unfunded course fee support for up to \$250 each year when you sign up for courses supported under UTAP. NTUC members aged 40 and above will get increased funding support from \$250 to \$500. NTUC Starter members can enjoy 50% unfunded course fee support for up to \$200 per year when you attend courses supported under UTAP. Unfunded course fee refers to the balance course fee payable after applicable government subsidy and / or claim(s) from SFC. UTAP claims can be made via this <https://www.ntuc.org.sg/uportal/E-Services>, within six (6) months after the course ends.



17. All SFC and / or NTUC UTAP claims are subject to learner's credit balance and approval from the respective agencies.
18. In the event the SFC and / or UTAP claim is not approved, WLPL have the rights to recover any outstanding course fee from the learner and / or the company.
19. Any outstanding payment will incur an interest rate of **5%** per month.

Registration, Payment and Recovery of Outstanding Payment

20. Registration refers to a placing for a specific course / event.
21. Registration is only confirmed when payment is received in full and / or SFC claimed successfully with the completed registration form.
22. Learner(s) may complete the registration via <http://www.winelanguage.sg/registration-form.html>
23. Once the registration form is received, WLPL will issue an invoice to the learner and / or the company for necessary claims and / or payment.
24. If a company is sponsoring the learner(s), the invoice shall be made attention to the company.
25. The company remains liable to pay the full course fees, even when the learner(s) leaves the organization for whatever reason, prior the commencement of the course, during and / or after the course period.
26. Registration is **NOT** confirmed when the payment is not received in full, SFC claim is unsuccessful and / or incomplete registration form.
27. Payment can be made in one of the following manner:
 - a. SFC Claim via <https://www.myskillsfuture.gov.sg/content/portal/en/e-services/e-services.html>
 - b. PayNow : **UEN 201315466N**
 - 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**

Payer will bear all bank fees, if applicable.



- 28. Any outstanding amount remains payable upon invoicing and will incur an interest of **5%** per month.
- 29. 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 the company(s).

Cancellation and Transfer

- 30. Once a registration is completed, any cancellation will not be entertained. Any transfer of course and/or learner must be requested via writing to WLPL. Any other form of communication will not be entertained.
- 31. The application to transfer the course and/or learner 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 learner for accredited courses. For non-accredited courses, the administrative charges will be **S\$30** per course or per learner.
- 32. If the application to transfer the course or learner is 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 and / or per learner for all accredited courses. For non-accredited courses, the administrative charges will be **S\$50** per course and / or per learner.
- 33. Should the learner fail to turn up for the course, it will be deemed as the learner wish to withdraw from the course. Full course fees will be **forfeited**. Learner and / or the company will be liable to pay up the full course fees.
- 34. Should the learner fail to turn up for the examination (if applicable), the learner is required to pay a resit fee if he / she wishes to attempt for the next scheduled examination.

Attendance

- 35. Learner **MUST** attend all scheduled classes and assessment (if applicable). There will **NOT** be any make-up classes and / or assessment.
- 36. All Singaporeans, Singapore Permanent Residents and / or Singapore Work Permit / Pass holders learner(s) **MUST** take e-attendance via their Singpass, regardless of claiming SFC and / or UTAP for the course, or not.



Consumption of Alcohol

37. Learner (s) under the legal drinking age is **NOT** allowed to enrol into any courses / workshops / events that involves sampling / consumption / service of alcohol.
38. In Singapore, the legal age for alcohol consumption is eighteen (18) years old and above.
39. Learner (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.
40. For selected courses, sample of alcohol is compulsory as it is an important element for the course.
41. For those with known or unknown medical reason(s) or ladies who are pregnant or breastfeeding, it is of the learners' own will to participate the course / workshop / event at his / her own accord. WLPL will not be liable for any mishap arising from the learners' own will to participate in the course / workshop / event.
42. WLPL does not recommend operating any forms of machineries (e.g. driving a car) after any consumption of alcohol, regardless of quantity.
43. WLPL shall not be held liable for any mishaps and / or accidents arising from the consumption of alcohol during and / or after the course.

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

44. All assessment / examination is **CLOSED** book. There is minimum passing grade for each assessment / examination, and it may be different from course to course. Blind tasting may be part of a component of the assessment / examination for selected courses.
45. The assessment / examination date will be specific to the course the learner registered for. Any request to change in the date of assessment / examination, with or without valid reasons (e.g. medical certificate), will incur a charge similar to an assessment / examination re-sit fee.
46. Any learner who did not turn up on the assessment / examination day will be deemed "Absent" with or without valid reasons (e.g. medical certificate). Should the learner request for another examination day, it will incur a charge similar to an assessment / examination re-sit fee.



47. Learner may re-sit for an assessment / examination, subject to an assessment / examination re-sit fee, should he / she fail the 1st assessment / examination. Learner who has passed the assessment / examination **may not** re-sit for an improved grade.
48. At current, the re-sit fee as follows, per person per attempt per component:
 - a. \$250 for WSET Level 1 Award in Wines / Spirits / Sake
 - b. \$250 for WSET Level 2 Award in Wines / Spirits / Sake
 - c. \$250 for WSET Level 3 Award in Wines / Spirits / Sake
 - d. \$250 for The Whisky Ambassador
 - e. \$250 for Shochu + Sake Navigator
 - f. \$150 for Sake Navigator
 - g. \$150 for Shochu Navigator
 - h. \$480 for International Kikisake-shi
49. The learner 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 assessment / examination. WLPL may decline the learner for the examination if he / she fails to do so.
50. WLPL will send an email to the learner notifying that results are released. The results / certificates will be sent to the learner / the company's mailing address by mail and / or email. Under no circumstances, the results will be communicated in other forms of communication.
51. If there's a change in course syllabus become the learner(s) complete the course successfully, the learner(s) may be required to retake the whole course before attempting the assessment / examination.

Others

52. WLPL will **NOT** be held liable for any of the learners' mishap and / or accident that arises during his / her participation of course / workshop / event.
53. By submitting your registration for the course, you / the company agrees to the Terms and Conditions set forth.
54. This version of Terms and Conditions supersede any previous versions.
55. Should there be any dispute(s), the decision of WLPL is final.