



Policies & Fine Print

These policies pertain to all programs, courses and classes provided by Spirited Grape.

ADMISSIONS & ENROLLMENT

Admission into any program, course or class requires that the student be a minimum age of 21 and present identification on first day of class.

All programs, courses and classes require reenrollment fifteen (15) business days prior to the first session provided there are seats remaining.

We encourage you to register as early as possible for classes to guarantee your seat.

ATTENDANCE POLICY

There is a strong correlation between class attendance and participation with academic success. Those who absences exceed more than 20% of the program are considered at-risk for successfully passing the certification exam.

SHIPPING

Anything shipped by Spirited Grape is the responsibility of the receiver. All materials shipped by Spirited Grape will utilize a trackable method. Once delivery is confirmed to the address provided, it is the receivers responsibility to ensure that it gets safely to them from the point of delivery.

REFUNDS AND CANCELLATIONS

If you withdraw from a program, course or class at least ten (10) business days prior to the first session, you will be eligible for a full refund minus cancellation fees and any study material already provided. If you withdraw from a certified course less than ten (10) business days no refund or credit is available.

If you are not able to attend a course you may be able to transfer your registration to another session or apply to another person; please contact us to make arrangements.

10 Business Days Prior

Full refund less \$25 to cover administrative costs and the cost of any study materials already provided

Less than 10 Business Days

No refund or credit available.

Low enrollment

On occasion we may have to cancel a class due to low enrollment or other circumstances. In the event that we cancel your class, you may transfer into the next session of class, space permitting, or you may receive a full credit or refund of the tuition, materials, and registration fees paid. If you transfer into a class that is more expensive than the cancelled one, you will be responsible for any difference in tuition or other fees. If the new class is less expensive, you may request a credit or refund of the difference.

Students will be notified by email and telephone of the class cancellation.



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Inclement Weather

All classes will take place as scheduled unless the Spirited Grape announces on our that we are closed due to the weather. A notification will be posted on our website: www.spiritedgrape.com and we will email students alerting them to the closures.

Please note that if Spirited Grape is open, no credits or refunds are available to students if they do not attend.

If the Spirited Grape must cancel your class due to inclement weather, we will do our best to reschedule that class.

NON-DISCRIMINATION POLICY

No individual may be denied admission to, participation in or be discriminated against in any course, class or facility of Spirited Grape because of the individual's political affiliation, age, race, religion, disability, marital status, parental status, sex, national origin, sexual orientation or pregnancy.

SPECIAL ACCOMODATIONS

All our classes are taught in ADA-accessible facilities. If you require additional accommodations, please do not hesitate to contact us and we will do our best to make special arrangements.

REASONABLE ADJUSTMENTS POLICY

Spirited Grape seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Reasonable adjustments are approved by Spirited Grape and put in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work.

Reasonable adjustments must not give unfair advantage over candidates for whom reasonable adjustments are not being made, or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification.

Contact Spirited Grape for more information. Spirited Grape will keep records of all reasonable adjustment applications.

RESPONSIBLE DRINKING

The class curriculum involves tasting alcoholic beverages and we strongly encourage spitting. In the event you feel you are not able to drive we will be happy to help you arrange transportation, at your own cost.

COMPLAINT POLICY

Spirited Grape aims to provide a consistently excellent level of service to students. While every care is taken to ensure high quality standards, there may be occasions where we fall short. Where this is the



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case, we would like the opportunity to improve our service by listening and responding, taking whatever action is needed to put mistakes right and to prevent them from happening again.

Spirited Grape is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged.

Spirited Grape aims to ensure that:

- Making a complaint is as easy as possible
- An appropriate response is provided (e.g. explanation, apology or action take)
- Complaints are properly documented and reviewed to improve service

Complaint Regarding Assessment or Grade

Spirited Grape partners with WSET and SWE examination authorities who are responsible for assessments and grading of certified courses. All appeals for feedback and/or re-grading must be made directly to WSET or SWE. Contact Spirited Grape for further information.

Complaint Not Grade Related

Informal process

We recognize that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible; therefore, an informal approach may be appropriate. The informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed.

Therefore, the complainant should contact Spirited Grape for an informal discussion, in response to which we will aim to resolve the concern by providing an explanation, apology or another desirable outcome.

If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal process

Formal complaints are submitted in writing and marked for the attention of Spirited Grape's President. The complaint will be referred to a member of Spirited Grape's Management Team for further investigation. When submitting a complaint, the complainant must provide the following:

- Name, address and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behavior
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction.

Spirited Grape will do its best to resolve student complaints in a timely manner with the goal of settling a formal complaint in 30 days or less. On occasion, the process may take longer. Records of student complaints will be retained for two years. No student will be criticized or retaliated against for using this procedure in a cooperative manner.



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CONFLICT OF INTEREST POLICY

Spirited Grape is required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of wine certification qualifications and promote confidence in Spirited Grape's processes.

This policy applies to all Spirited Grape's staff and to any individual acting on behalf of Spirited Grape.

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to Spirited Grape when conducting activities associated with wine certification qualifications.

CONTACT

Spirited Grape
755 Westminster Street, Unit 402
Providence, RI 02903
401-632-0149
info@spiritedgrape.com

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