



## VITIS HOUSE POLICIES AND PROCEDURES

### Complaints and Appeals

Vitis House aims to provide a consistently superb level of service to students. We want to make sure we provide high quality standards at all times. But, if you have a complaint, please email us at [cheers@vitishouse.com](mailto:cheers@vitishouse.com), we would like to hear about it to improve our service and taking whatever action is needed to put mistakes right and to prevent them from happening again.

We are committed to ensuring to all students that the act of filing a complaint will in no way prejudice the complainant.

If you need to make a formal written complaint, please add name, address, contact information, full details of the complaint, supporting information if needed, dates, locations, any witnesses and details of any previous attempts to resolve the identified dissatisfaction. We will reply within 3 working days of receipt.

If the complainant is related to a WSET course and you consider the complaint still unresolved, the next step will be to submit an appeal. Formal appeals are submitted in writing and marked for the attention of the WSET's Head of Quality and Compliance (HOQC) at [qa@wsetglobal.com](mailto:qa@wsetglobal.com). The appeal must be submitted within 10 working days of the cause of dissatisfaction.

### Conflict of Interest Policy

We are committed to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of Vitis House and WSET qualifications. We will take steps to mitigate the effect of a conflict of interest and sanctions to students or staff can be applied. !

## Privacy Policy

Vitis House and WSET are committed to protect your privacy. We aim to respect any personal data you share with us when you register as a candidate. We will only send you information regarding the course or event for which you are registered or future upcoming events and links to our blog.!

For us to provide you with products and services related to our courses, we on occasion share some of your personal data with certain approved suppliers, however we always seek to make sure that your personal data is secure at all times. !

If you would like us to stop sending you emails for marketing purposes simply let us know by contacting [cheers@vitishouse.com](mailto:cheers@vitishouse.com)

## Diversity and Equality Policy

Vitis House is committed to upholding the principles of diversity and equality in all our courses, seeking to ensure that all students are treated fairly and equally at all times. We promote open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards). !

We ensure that the format and content of all specifications, examinations and WSET Awards materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards).

We allow candidates with special educational needs, disabilities or temporary injuries to register to our courses.

Student must identify special needs at the time of enrollment.

## Reasonable Adjustments Policy

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.

Vitis House and WSET Awards seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

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.

Student must identify special needs at the time of enrollment.

## Special Consideration Policy

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable specification. To request a special consideration, please send us an email at [cheers@vitishouse.com](mailto:cheers@vitishouse.com)

## Malpractice and Maladministration Policy

Vitis House protect the interests of our students and safeguard the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures.

If you think an incident has occur, please email us immediately at [cheers@vitishouse.com](mailto:cheers@vitishouse.com) and please include a detailed account of the circumstances surrounding the suspicions and allegations.

## WSET Students Cancellations/Refunds

WSET Students will receive a full refund 30 days before the day of the course. We will charge \$150 processing fee. Making changes to your WSET reservation within 21 days of the day of the course will result in a fee of 25% of the cost of the course and a fee of 50% within 14 days of the day of the course. **Unfortunately, no transfers or refunds are allowed 10 days prior the first day of the course.** If you want to be transferred to another course, you must submit a request 14 days prior the course date and pay for the fee.

If you have any question, please send us an email to [orders@vitishouse.com](mailto:orders@vitishouse.com)

## Vitis House Wine Classes Changes/Cancellations/Refunds

ALL CLASS SALES ARE FINAL. You can transfer your spot to someone else (at no cost). Please send us an email with the name of the person attending on your behalf.

Classes are subject to cancellation due to government safety measurements, severe weather conditions or low attendance. Check online for more details about our **cancellation policies** and **safety guidelines** or contact us at [orders@vitishouse.com](mailto:orders@vitishouse.com)

## Others

### Attendance policy

In order for students to complete their program, they are expected to attend all scheduled class sessions. Those whose absences exceed more than 20% of the program are considered at-risk for successfully passing the certification exam.

### Dietary Restrictions

If your class or event involves food and you have dietary restrictions, please let us know at least one week in advance so we can best accommodate you.

### Locations

Since we offer courses in different locations, please refer to your registration page for your class location details.

Most of our classes are held at:

The Loading Dock (next to Lynwood Brewing-Free parking)  
1053 E. Whitaker Mill Rd. Suite #115  
Raleigh, NC 27604

Please arrive at least 20 minutes early to ensure you complete your registration before the start of class. **Please bring your ID.**

We ask that you do not wear perfume/cologne, scented deodorants, scented lotions, etc. as it interferes with your fellow participants' ability to smell the wines.

### Parking

Parking will be available in all our locations, but locations and prices may vary.

### Dress Code

We strongly suggest a business casual/comfortable attire to all our classes and tastings.

### Dining & Hotel Options

We are more than happy to assist you finding the best accommodations and dining options near us. Feel free to email us [cheers@vistishouse.com](mailto:cheers@vistishouse.com) if you need suggestions.

### Social Media

We want to see how much you enjoy the time you spend with us. Feel free to post your experience and don't forget to tag us on Facebook, Instagram and write a review on Google.