**Terms and Conditions**

**January 2021**

**Payment for courses**

1. Your course place will not be confirmed until we have received full payment.
2. Payment must be made through our website’s secure systems or through BACS.

**Cancellations and changes to booked courses**

1. You can cancel your booking and receive a full refund until wines are bottled and/or you have been sent the link to the video.
2. We cannot provide refunds for cancellations once wines have been bottled or if you have been sent the video link.

**Course suitability**

1. Before booking, ensure that you have read and understood the course details and that you are satisfied that it will meet your needs.
2. If you have any questions or are unsure that the course will meet your needs, you must contact us on Christine.marsiglio@gmail.com before booking your place. We will be happy to answer your questions.

**Complaints**

1. Complaints about any aspect of the service you receive from the Marsiglio Wine must be made in writing to [Christine.marsiglio@gmail.com](mailto:Christine.marsiglio@gmail.com) with the word ‘complaint’ in the subject line.
2. Complaints must be submitted within five working days of the end of the course you took part in.
3. We will respond to you within five working days.

ends

**January 2021**