



In April 2020, the Capital Wine School began offering live, online classes and courses in response to the SARS CoV2 pandemic, with wine samples available for curbside pickup at the school by appointment.

While we endeavor to accommodate special requests from students who are unable to pick up their wine samples from the school, or who are unable to attend a scheduled class live, we cannot guarantee that shipped samples will arrive on time for a scheduled class, or that a class session will be recorded. Please read below to find out more about the Capital Wine School's shipping policy and class recordings.

### **CAPITAL WINE SCHOOL SHIPPING POLICY**

Wine samples that are included in classes, courses, or tasting tutorials offered by the Capital Wine School are intended to be picked up curbside by appointment on the date specified in each class/course description.

The Capital Wine School may, at its discretion, offer shipping for an additional fee for students who are unable to come to the school to pick up their wine samples. Fees will vary depending on several factors including the number of wine samples and the address to which the samples are being shipped.

**Wines will be shipped to arrive the day of class for evening classes/tutorials, and the day before class for morning or early afternoon classes/tutorials, via FedEx or UPS, no signature required. We cannot accommodate requests for shipping outside of these parameters.**

- For courses of up to five weeks' duration, all wine samples will be shipped at once to arrive by the first class, and these samples should be refrigerated until used.
- For 10-week Level 3 courses, there will be one shipment containing wine samples for classes 1-5 and another mid-way through the course for classes 6-10.
- Diploma Units D4 and D5 Online Live courses will require two shipments: One containing the course samples and another toward the end of the course containing the practice exam samples.
- Diploma Unit D3 Online Live courses will require six shipments: One shipment for each of the 5 weekend sessions and a final shipment with the practice exam samples.

Requests for shipping should be made at least 7 days before the class date to ensure we are able to process your request and collect payment for the shipping charges.

Customers are responsible for informing the school by email if they wish to have their samples shipped to an address other than the one provided on their registration form (CWS does NOT

check PayPal receipts for different shipping addresses entered when the shipping invoice is paid).

The Capital Wine School is not responsible for late or missed deliveries due to weather delays, courier errors, theft, or other circumstances beyond the control of the Capital Wine School.

Students who have paid for shipping who do not receive their samples (and study materials for Levels 1-3 online and live courses) in time for their scheduled class will be able to view a recorded session of the class for up to one week so that they may taste their samples along with the recording. As long as the customer receives their samples (and study materials if applicable) no later than three days following their scheduled class, no refunds for shipping fees will be made. Students who pay for shipping and who have not received their samples by three days after their scheduled class will be entitled to a full refund of shipping fees.

Any printed study materials that are included in the course will ship to arrive in the same general time frame noted above for wine samples, via USPS Priority Mail, no signature required

### **RECORDED CLASS SESSIONS**

The Capital Wine School makes every effort to record each class and to make the recorded session available to participating students for up to one week after the scheduled class. While we have been able to successfully record these sessions for the vast majority of our classes, occasionally a technical glitch or human error will result in a failure to record some or all of a class. The Capital Wine School will not offer refunds or other concessions for classes that a student is unable to attend live, and for which a recorded session is unavailable due to an unexpected error. It is for this reason that we strongly encourage students to try to attend the live, online class session(s) as scheduled whenever possible, or to consider a different class or course that may work better with their schedule if they cannot.

The exception to this rule applies to students who pay to have their samples shipped and who do not receive them in time to attend the scheduled class (see shipping policy above). If no recording is available to students under these circumstances, the student is entitled to a refund for their class/course, or they may request to be rescheduled at no additional charge. Shipping fees would also be refunded in this event.