**CANCELLATIONS & REFUNDS**

Whilst it is hoped that all bookings can go ahead without issue, there are sometimes circumstances which can affect the smooth and planned running of courses.

This document lays out the policies in place to provide transparency students in order for them to be fully aware of the timings and implications of such circumstances.

Minimum numbers of fully paid students are required for a particular course to run. If on reaching the application deadline (as published on the website www.sakematters.com), there are insufficient students to run a particular course, that course will be rescheduled wherever possible. In the case of a course rescheduling, should the student not be able to attend the rescheduled course, a full refund will be provided. Students will be emailed within three working days of the application deadline should such rescheduling be required.

If the course cannot be suitably rescheduled to the satisfaction of **Sake Matters Education & Training** and all students, it will be cancelled and a full refund will be arranged for those students who have already paid. Students will be emailed within seven working days of the application deadline should such cancellation be required.

Refunds will be processed (using a bank transfer) by **Sake Matters Education & Training** within seven working days of the application deadline however it may take longer to appear in student accounts due to the time required by individual banks to complete the transactions. Kindly check with your bank for more details on processing times. In all instances, **Sake Matters Education & Training** will provide students with proof of payment within seven working days of the application deadline in order to assist with tracing the refund.

If a student cancels the course, for whatever reason, up to 20 working days prior to the start of the course, an administration fee of HK$500 will be charged plus the cost of any study materials supplied. The remaining balance of the course fee will be returned to the student.

Refunds will be processed (using a bank transfer) by **Sake Matters Education & Training** within seven working days of receiving the cancellation however it may take longer to appear in student accounts due to the time required by individual banks to complete the transactions. Kindly check with your bank for more details on processing times. In all instances, **Sake Matters Education & Training** will provide students with proof of payment within seven working days of receiving the cancellation in order to assist with tracing the refund.

If a student cancels the course, for whatever reason, in the period of the 20 working days prior to the start of the course or at any time after the start of the course, the full course fee remains payable and no refund will be given.

Once a student has been accepted onto a course, any transfer to another applicant is subject to availability and will require an administration fee of HK$500. Transfers will only be accepted up to 10 working days prior to the start of the course.

If a student has been accepted onto a course however wishes to transfer to the same course but on different dates, this is subject to availability and will require an administration fee of HK$500. Transfers will only be considered prior to the application deadline (as published on the website www.sakematters.com) of the current course.

All students will automatically be registered for a place on the examination date(s) relating to that course (as published on the website www.sakematters.com). If a student has attended a course but is unable to attend the scheduled exam, an administration fee of HK$500 will be charged and any costs associated with arranging an alternative date will be borne by the student. Please contact **Sake Matters Education & Training** for more details.

**Sake Matters Education & Training** make every effort not to make any changes however reserves the right to cancel courses or examinations at any time.

All courses and examinations are subject to minimum student numbers. **Sake Matters Education & Training** reserves the right to cancel courses and/or examinations if there is an insufficient number of students.

Should you have any questions, please reach out to William Jarvis [**hello@sakematters.com]**.