



THE INSTITUTE OF  
**MASTERS**  
*of* WINE

## Terms and Conditions relating to Events

### **Cancellation Policy**

In the event of cancellation, full refunds will only be given if the Institute is notified at least 7 days before the date of the event. For bookings of 4 or more tickets, 14 days' notice will be required. Refunds or exchanges will not be given after this time, even if we are able to re-sell your tickets. Tickets cannot be exchanged for other events automatically.

### **The Institute is only responsible for injury if it causes it**

You agree to indemnify the Institute against any claims for death or bodily injury by you or any member of your party except if caused by the negligence of the Institute or its employees.

### **The Institute is not liable for loss or damage**

The Institute is not liable for loss or damage to belongings, third party liability and injury or accident, for each of you or your party. The Institute will not take out any insurance for your benefit.

### **Complaints**

If despite our efforts and those of the speakers and producers you have any complaint about the event or failure to deliver all or part of it you should please complain at the time to the Institute or if applicable the host or sponsor and confirm in writing to the Institute after the end of the trip, preferably within 14 days.

### **Ticket Availability**

Due to the high demand for all our events we reserve the right to restrict the number of tickets that we can sell to any individual.

### **Children and pets**

Attendees are kindly requested not to bring children or pets.

### **Tastings and master classes**

In accordance with our usual practice attendees are requested not to wear strong perfumes, scents or colognes out of respect for their fellow tasters.

### **Responsible drinking**

In accordance with our usual practice, we encourage responsible drinking. We refer you to Wine in Moderation's website, [www.wineinmoderation.eu](http://www.wineinmoderation.eu) for further information.

**Filming and photography**

The Institute may film or allow filming or photography of any trip or event and reserves the right to publish or license footage and photographs from them.

**Special requirements**

If you have special requirements, we will try to get the event organiser to help you with those which you communicate when making the booking and which we accept.