

Wine College Terms & Conditions

This is a consolidated version of the General Terms and Conditions, incorporating all amendments effective as of 1 August 2026. The amendments apply to the document in its entirety.

I. General Information

1. These General Terms and Conditions govern the operation of Borkollégium courses, including, in particular, the rules relating to course registration, payment terms and methods, course delivery, course cancellation and postponement, examinations, certificates issued upon successful completion, and gift courses. They also set out the rights and obligations governing the legal relationship between Borkollégium and the Participant, as well as the general contractual terms applicable to participation in the courses.

The provisions of these General Terms and Conditions shall apply throughout the entire period from course registration until the completion of the examination, where applicable. For the purposes of these General Terms and Conditions, the term **"Participant"** shall include applicants, course participants, and examination candidates.

2. By registering for a Borkollégium course, the Participant acknowledges that they have read, understood and accepted these General Terms and Conditions, including the House Rules, which form an integral part hereof, and agrees to be bound by them.

3. By registering for a course, the Participant also confirms that they have read and accepted the Privacy Notice available at:

<https://www.borkollegium.hu/adatvedelem>

4. The courses are organized by **BorMatura Kft.** (registered office: 1067 Budapest, Podmaniczky Street 31, 1st Floor, Unit 7, Hungary; Company Registration No.: 01-09-907667; Tax No.: 14522046-2-42) (hereinafter referred to as the **"Organizer"**).

Bank account details

- Bank: OTP Bank Nyrt.
- Account number: 11706023-20016997
- IBAN: HU19 1170 6023 2001 6997 0000 0000
- SWIFT/BIC: OTPVHUBB

Contact details

Email: info@borkollegium.hu

Telephone: +36 70 622 1060

Website: <https://www.borkollegium.hu>

Office:

Borkollégium

1067 Budapest

Podmaniczky Street 31.

1st Floor, Unit 7

Doorbell: 31

Customer service opening hours:

Monday to Friday (excluding designated Saturday working days)

9:00 a.m. – 5:00 p.m.

5. In accordance with Section 17/A of Act CLV of 1997 on Consumer Protection, the Organizer informs Participants that complaints relating to the courses may be submitted using the contact details provided above. Complaints shall be investigated by the Organizer in accordance with the applicable provisions of consumer protection legislation.

Participants who qualify as consumers under Hungarian consumer protection law may also refer consumer disputes to the competent Conciliation Board (Békéltető Testület) for their place of residence or habitual residence. Information about the competent Conciliation Boards is available at:

<https://mkik.hu/a-bekelteto-testuletek-teruleti-honlapjai>

6. In accordance with Government Decree No. 210/2009 (IX.29.) on the conditions for carrying out commercial activities, the Organizer maintains a Customer Complaint Book at its registered office. Complaints entered therein shall be investigated in accordance with the provisions of Act CLV of 1997 on Consumer Protection.

7. Any comments, complaints or suggestions regarding the educational services may also be addressed to Borkollégium staff at the course venue, who will forward them to the Organizer.

8. The Organizer's mission is to make wine education accessible to anyone interested in the world of wine.

Participants requiring special educational arrangements are responsible for informing the Organizer of their needs in advance so that appropriate arrangements can be made wherever reasonably possible.

The Organizer undertakes to exercise reasonable care, taking into account the accessibility of the training venues, the available facilities and equipment, and the capabilities of its instructors, to enable Participants requiring special educational arrangements to participate fully in the course.

The Organizer notes, however, that each request requires individual assessment and that, due to the characteristics of the venue, the nature of the course or other practical limitations, it may not be possible to accommodate every special requirement.

Examples of special educational circumstances include, without limitation:

- Participants under 18 years of age (who may attend the theoretical part of the course and sit the examination, but may not participate in wine tasting);
- Sensory impairments (such as reduced colour or aroma perception);
- Physical disabilities or reduced mobility.

Minors may attend courses only under parental supervision. Alcoholic beverages may only be consumed by persons aged **18 years or older**.

9. Wines and other beverages served during the courses are provided exclusively for educational and tasting purposes and do not constitute catering or hospitality services.

The Organizer reserves the right to modify the number, quantity or selection of tasting samples where necessary in order to maintain the professional quality or practical delivery of the course.

10. Participation in Borkollégium courses is entirely at the Participant's own risk.

II. Course Registration

11. The Organizer publishes information about all current courses electronically on the Borkollégium website. Depending on the nature of the course, the course description shall include, among other things:

- the course description and syllabus;
- the course dates;
- the course venue;
- the number of teaching hours;
- the language of instruction and any language proficiency requirements;
- any prerequisite qualifications;
- the expected number of tasting samples;
- information regarding the course materials;
- information about the educational package, including its cost and the method by which it is supplied or made available;
- any special conditions applicable to online courses;
- where applicable, the language, format and requirements of the examination, the resit examination fee and, if not included in the course fee, the examination fee;
- the recommended preparation time, assessment methods and grading;
- the type of certificate issued upon successful completion of the course (certificate or diploma);
- any qualification that may be obtained; and
- the course fee and any additional charges.

The content of the course information may vary depending on the specific course.

While the Organizer endeavours to provide complete information regarding all course-related costs, it is not required to specify costs arising from circumstances attributable to the Participant (such as the loss of course materials or damage caused by the Participant), nor any unforeseeable costs.

12. Registration for courses may be completed either:

- in person at the Borkollégium office (1067 Budapest, Podmaniczky Street 31, 1st Floor, Unit 7, Doorbell 31) during customer service opening hours; or
- online via the Borkollégium website.

Online registration is completed by selecting the desired course date and providing the Participant's contact details, together with the required payment and invoicing information.

13. Once the required information has been provided, these General Terms and Conditions (and any other applicable notices) have been accepted, and the applicable course fee has been paid, Borkollégium or its contracted service provider will send a confirmation email to the email address provided by the applicant.

If the confirmation email is not received due to technical reasons, Borkollégium will resend it free of charge upon the applicant's request.

14. For online purchases, each course booking is assigned a unique confirmation (hereinafter referred to as the "**Voucher**") entitling the Participant to attend the selected course.

The Organizer issues one Voucher per Participant for each course purchased.

The Participant is solely responsible for keeping the Voucher secure and preventing unauthorized persons from accessing or using it.

The Organizer accepts no responsibility for misuse, loss of the Voucher, or its use by any person other than the original purchaser.

No person may attend a course without a valid registration.

III. Payment Terms and Methods

15. The full course fee must be paid before the start of the course using one of the payment methods accepted by the Organizer, including cash, bank card, bank transfer or gift voucher.

16. Payments may also be made in person at the Borkollégium office (1067 Budapest, Podmaniczky Street 31, 1st Floor, Unit 7) during the published customer service opening hours.

Both cash and bank card payments are accepted.

17. Where payment is made by bank transfer, the Organizer will send the necessary payment details by email following registration.

Until the course fee has been credited to the Organizer's bank account, the registration shall remain **pending**.

Registration becomes final only after payment has been received. Borkollégium will confirm successful registration by email.

Payment of the course fee in instalments is not available.

17/A. The Participant is responsible for paying the course fee in full.

If the course fee is not received in the Organizer's bank account, the Organizer reserves the right to cancel the registration unilaterally and shall notify the Participant electronically.

Where a discounted course fee was offered at the time of registration, the Organizer reserves the right to refuse application of the discounted price if payment is received after the applicable payment deadline.

If the Organizer exercises this right, the Participant will be notified by email and may either:

- pay the difference between the discounted price already paid and the full course fee;
or
- withdraw the registration.

If the Participant withdraws the registration, the Organizer shall refund the amount already paid within **15 working days**.

Where a registration has been cancelled due to non-payment, the Participant shall not be entitled either to attend the course or to re-register at the previously offered discounted price.

The Participant may, however, submit a new registration for the same course at the then-current course fee.

18. The Borkollégium website offers secure online payment by bank card through **OTP Bank**.

The following card types are accepted:

- MasterCard
- Maestro
- Visa
- American Express

19. Where payment is made by bank transfer, course fees shall be transferred to the following account:

Bank: OTP Bank Nyrt.

Account number: 11706023-20016997

IBAN: HU19 1170 6023 2001 6997 0000 0000

SWIFT/BIC: OTPVHUBB

20. The Organizer shall issue an invoice based on the invoicing details provided by the Participant during registration.

IV. Cancellation, Amendments and Refund Policy

21. Registration for a course becomes final upon payment of the applicable course fee.

Payment may be made online via the Borkollégium website, by bank transfer, by gift voucher, or in person. In the case of payment by bank transfer, payment shall be deemed completed when the course fee has been credited to the Organizer's bank account.

Further provisions governing online payments are set out elsewhere in these General Terms and Conditions.

22. A Participant may request to change the date of a course or postpone their participation **once**, provided that such request is submitted in writing to the Organizer at **info@borkollegium.hu** no later than **72 (seventy-two) hours** before the scheduled start of the course.

A change or postponement may only be requested for the same course offered on a later date and is subject to availability.

No further amendments or postponements shall be permitted.

23. Except as expressly provided in these General Terms and Conditions, **course fees are non-refundable**.

The Participant acknowledges that no refund shall be payable in the event of cancellation by the Participant or failure to attend the course for any reason.

If the Participant is unable to attend, they may transfer their place to another person.

The Participant must notify the Organizer in writing no later than the scheduled start of the course and provide all information necessary to identify the substitute Participant.

The substitute Participant shall be bound by these General Terms and Conditions in their entirety.

24. If a course is cancelled for reasons attributable to the Organizer, the Participant may choose either:

- a) to receive a full refund of the course fee; or
- b) to apply the amount paid towards another course.

The Organizer will notify Participants of the cancellation as soon as reasonably practicable after becoming aware of it and, where possible, no later than **48 (forty-eight) hours** before the scheduled start of the course by email or telephone.

25. The Participant has the right to withdraw from their course registration **without providing any reason** within **48 (forty-eight) hours** of receiving the registration confirmation, provided that **at least 72 (seventy-two) hours remain before the scheduled start of the course**.

Notice of withdrawal must be submitted to the Organizer in writing.

Where the Participant exercises this right within the above time limit, the Organizer shall refund the course fee in full.

26. The Organizer may offer gift vouchers that are redeemable either for a specific course or for a specified monetary value applicable towards any available course.

The specific terms governing the purchase, validity and redemption of gift vouchers are set out separately in these General Terms and Conditions.

V. Examination Rules

27. Registration for examinations associated with courses concluding with an examination shall be completed online via the "**Exam Dates**" section of the Borkollégium website.

The examination information shall include:

- the examination date and starting time;
- the course to which the examination relates;
- the language of the examination; and
- the examination fee and, where applicable, the resit examination fee.

28. Registration for an examination is completed by selecting the preferred examination date, time and language through the online registration system and providing the Participant's contact details (email address and telephone number), together with the personal information required for identification (full name and date of birth).

Where an examination fee applies, the applicable amount will be published on the Borkollégium website. Payment of examination fees shall be governed by the payment provisions set out in these General Terms and Conditions.

29. The registration deadlines for examinations are as follows:

- **Hungarian-language examinations:** no later than **14 (fourteen) working days** before the examination date;
- **WSET examinations:** no later than **20 (twenty) working days** before the examination date.

If places remain available, the Organizer may, at its sole discretion, accept registrations submitted after these deadlines.

Where no examination places remain available, late registrations cannot be accepted.

30. If a Participant fails to attend an examination, whether for reasons within or beyond their control, they shall be entitled to **one resit examination**.

The applicable resit examination fee will be published on the Borkollégium website and shall be payable in accordance with the payment provisions of these General Terms and Conditions.

31. Examination results shall be communicated to Participants by email within the following timeframes:

- **Borkollégium examinations:** within **4 weeks** of the examination date;
- **WSET examinations:** within **4 to 8 weeks** of the examination date.

VI. Certificates

32. The information published for each course specifies the type of document issued upon successful completion of the course.

33. For courses concluding with the award of a **Diploma**, the Organizer shall issue and present the Diploma to the Participant upon successful completion of the required written examination.

Where it is not technically possible to issue the Diploma at the examination venue, or where the Participant is unable to collect it in person, the Organizer shall, at the Participant's choice, either:

- send the Diploma by post to the address provided by the Participant; or
- deliver it electronically.

34. For courses concluding with the award of a **Certificate**, the Organizer shall issue and present the Certificate to the Participant upon successful completion of both the required written examination and any practical assessment forming part of the course.

Where it is not technically possible to issue the Certificate at the examination venue, or where the Participant is unable to collect it in person, the Organizer shall, at the Participant's choice, either:

- send the Certificate by post to the address provided by the Participant; or
- deliver it electronically.

VII. Changes Made by the Organizer

35. The Organizer reserves the right to change the course venue, scheduled date or time, and the selection of wines or other beverages served during the course.

Where the Organizer changes the course date or venue **within 24 (twenty-four) hours** of the originally scheduled start time, and:

a) the difference between the original and the revised start time is **12 (twelve) hours or more**; or

b) the course is relocated to another town or city,

and the Participant is therefore unable or unwilling to attend the course, the Participant may choose either:

- a gift voucher equal to **100% of the course fee** paid; or
- to transfer their registration, free of charge, to the same or an equivalent course taking place within **6 (six) months** of the original course date.

36. If the Organizer cancels a course, the Participant shall be entitled to the remedies set out in Section 24 of these General Terms and Conditions, namely:

- a full refund of the course fee; or
- the application of the amount paid towards another course.

37. The Participant acknowledges that certain products and services offered at or in connection with the courses may be provided by third-party contractual partners rather than by the Organizer.

In such cases, the contract for those products or services is concluded directly between the Participant and the relevant third-party provider, and all rights and obligations arising from that contract shall exist solely between those parties.

The Participant expressly acknowledges that no claims relating to such third-party products or services may be brought against the Organizer.

The Organizer further disclaims all liability for any products or services supplied by third-party contractual partners.

Any such products or services are used by the Participant entirely at their own risk, and the Organizer accepts no liability for any loss, damage or injury arising from their use.

VIII. Gift Vouchers

38. The Organizer may issue gift vouchers redeemable either for a specific course or for a specified monetary value applicable towards any available course (hereinafter collectively referred to as "**Gift Vouchers**").

Unless otherwise provided in this section, these General Terms and Conditions shall apply to Gift Vouchers.

39. Gift Vouchers:

- may not be redeemed for cash;
- may not be refunded to a bank account;
- may not be used to purchase another Gift Voucher; and
- are not subject to repurchase by the Organizer.

40. Gift Vouchers may be redeemed either online via the Borkollégium website or in person at the Borkollégium office.

For online redemption, the unique voucher code must be entered in the designated field during the registration process.

41. If the current price of the selected course exceeds the value of the Gift Voucher, the Participant shall pay the difference using one of the accepted payment methods.

42. Gift Vouchers are valid for **12 (twelve) months** from the date of purchase.

43. During the validity period of a Gift Voucher, the Organizer undertakes to schedule courses of the relevant type on a regular basis in accordance with its current course calendar.

The Participant acknowledges that selecting a suitable course date from those offered is their sole responsibility.

44. As a general rule, the validity period of a Gift Voucher cannot be extended.

45. At its sole discretion and in exceptional circumstances, the Organizer may permit a **one-time extension** of the validity period of a Gift Voucher.

The extension fee shall be **50% of the current list price** of the course for which the Gift Voucher is intended to be redeemed.

The duration and conditions of any extension shall be determined by the Organizer on a case-by-case basis.

46. The provisions of these General Terms and Conditions relating to course registration, amendments, postponements, transfers and cancellations shall also apply to registrations made using a Gift Voucher.

Where a refund is due in relation to a course purchased using a Gift Voucher, it shall be made exclusively by issuing a new Gift Voucher with the same validity period as the original Gift Voucher used for payment.

47. Where registration is made using a voucher purchased through an external partner (including, but not limited to, ÉlményPláza, Bónusz Brigád or other promotional partners), the provisions of this section shall apply subject to the following exceptions.

48. The validity period of an externally issued voucher may be extended **once only** for an additional **3 (three) months**, provided that the Participant submits a written request to the Organizer before the original expiry date.

The extension is subject to payment of an administration fee equal to **20% of the voucher's face value**.

An extended voucher may not be extended again, redeemed for cash, or combined with any other discount or promotional offer.

IX. Intellectual Property Rights

49. All trademarks, logos, course materials and other content appearing on the Borkollégium website, in online or offline publications, or provided during the courses—including, without limitation, publications, educational materials and other documents supplied by the Organizer—are the exclusive property of the Organizer, its contributors or its contractual partners.

Without the prior written consent of the Organizer or the respective rights holder, Participants and third parties may not:

- use;
- reproduce;
- copy;
- distribute;
- publish; or
- otherwise exploit

any such trademarks, logos, materials or content in any form.

Course materials supplied to Participants may be used solely for their own personal learning purposes.

50. All trademarks, logos, educational materials and other content are protected by applicable intellectual property laws, including copyright and trademark law.

All intellectual property rights in such materials belong exclusively to the Organizer, its contributors and/or its contractual partners.

X. Final Provisions

51. These General Terms and Conditions are concluded for an indefinite period and apply to the Organizer, all Participants attending courses, persons attending courses without authorization, and persons purchasing gift courses or Gift Vouchers without intending to participate in a course.

The legal relationships between the Organizer and its instructors, contributors, or contractual partners are governed by separate agreements.

52. The Organizer reserves the right to amend these General Terms and Conditions unilaterally where there is a legitimate reason for doing so.

Legitimate reasons include, without limitation:

- changes in mandatory legal requirements governing the contractual relationship between the parties;
- the need to ensure the safe or efficient operation of courses;
- public safety considerations;
- public health requirements; or
- other circumstances reasonably justifying such amendments.

53. Any amended version of these General Terms and Conditions shall be published on the Borkollégium website, with the amended provisions clearly identified.

Amendments shall become effective upon publication.

The amended provisions shall apply only to Gift Vouchers purchased and course registrations submitted after their effective date.

Unless otherwise required by applicable law, amendments shall not affect contractual relationships already in existence or courses and Gift Vouchers purchased prior to the effective date of the amendment.

54. The Organizer may terminate the contractual relationship with immediate effect in relation to a specific course if the Participant breaches any provision of these General Terms and Conditions or the House Rules.

In such cases, the Organizer may invalidate the Participant's registration or Voucher and require the Participant to leave the course venue immediately.

Persons attending a course without valid registration are not entitled to remain at the venue and must leave immediately upon request by the Organizer.

No refund or compensation shall be payable in respect of the unused portion of the course.

55. Instead of, or in addition to, immediate termination, the Organizer may impose a temporary ban on the Participant or on an unauthorized attendee.

Such a ban may:

- apply only to the relevant course; or
- apply to all courses organized by the Organizer;

and may remain in force either until the end of the relevant course or for another specified period determined by the Organizer.

Following the expiry of the ban, the Organizer may make future participation conditional upon compliance with specific requirements.

Any person attending a course while subject to such a ban, or who fails to comply with any special conditions imposed by the Organizer after the ban has expired, must leave the course immediately upon request.

56. If a Participant breaches these General Terms and Conditions, the House Rules, or any other rules governing the operation of the courses—including, without limitation, any lawful instruction given by the Organizer at the venue—and is consequently refused entry to the course, required to leave, or removed from the venue, the Participant shall not be entitled to any refund or compensation.

57. The Organizer shall be liable only for damages resulting from its intentional misconduct or from a breach of contract causing injury to life, physical integrity or health, to the extent required by applicable law.

Except where liability cannot lawfully be excluded, the Organizer expressly excludes all other liability for loss or damage.

The course fees have been determined taking this limitation of liability into account.

58. The Organizer shall not be liable for any failure or delay in performing its contractual obligations where such failure or delay results from events beyond its reasonable control, including but not limited to:

- war;
- riots;
- acts of terrorism or threats thereof;
- strikes or other industrial action;
- embargoes;
- accidents;
- fire;
- blockades;
- floods;
- earthquakes;
- natural disasters;
- severe storms;
- major disruptions to energy supply or transportation;
- actions taken by governmental, military or law enforcement authorities; or
- any other unforeseeable and unavoidable event constituting **force majeure**.

The provisions relating to force majeure shall apply to the course as a whole and to any part thereof.

59. The Organizer may temporarily modify, restrict or supplement the conditions under which courses are conducted, without amending these General Terms and Conditions, where this is necessary to comply with applicable legislation, governmental or regulatory requirements, or public health or public safety measures.

Participants shall not be entitled to any refund or compensation arising solely from such temporary measures.

60. The Organizer may engage subcontractors or other contributors in the provision of its services.

61. These General Terms and Conditions shall be governed by and construed in accordance with the laws of Hungary, without regard to any conflict of laws principles.

XI. Special Public Health Provisions

62. The Organizer may introduce and apply the measures set out in this section where justified by public health, epidemiological or public safety considerations, or where required by applicable law or by the competent authorities.

63. Only persons who do not display symptoms of a contagious illness and who consider themselves fit to participate may attend a course.

The Organizer reserves the right to refuse admission where a Participant's condition may jeopardize the safe conduct of the course or the health and safety of other Participants.

64. Participants shall use any hygiene facilities provided at the venue as intended and shall comply with all reasonable hygiene or safety measures introduced by the Organizer.

65. Where required by law, official guidance or other circumstances necessary for the safe conduct of the course, the Organizer may temporarily introduce additional health and safety measures, including, but not limited to:

- physical distancing requirements;
- mandatory face coverings; or
- other appropriate protective measures.

66. The Organizer shall process personal data required for the administration and delivery of the course solely on the basis of applicable law, contractual necessity, legal obligation or legitimate interest.

Health data or other special categories of personal data shall be processed only where expressly permitted or required by applicable law.