

Cancellation Policy

Disclaimer

By interacting, browsing or accessing any of the services that are provided by this website or iwine, the Client accepts and agrees to be bound by the Terms and Conditions that are set out below, without limitation or qualification. It should be noted that Taste HQ and iwine retains the right to amend these terms and conditions at any time without notice to the Client.

These Terms and Conditions contain legal obligations; therefore it is advised that the Client read it carefully.

All notices or further communications in respect to these terms and conditions must be in writing, and must be delivered by hand; mailed postage pre-paid, either by registered or certified mail, return receipt requested; or by overnight courier; to Legal Counsel at the mailing address detailed on the Contact page of this site.

Terms & Conditions

Terms & Conditions/Cancellation Policy

Taste Tours is a wholly owned subsidiary of iwine (ABN 88 275 893 618) (we, us, our)

Acceptance the use of Taste Tours Terms and Conditions

Your access to and use of Taste Tours is subject exclusively to these Terms and Conditions.

You will not use the Website for any purpose that is unlawful or prohibited by these Terms and Conditions. By using the Website you are fully accepting the terms, conditions and disclaimers contained in this notice. All tour bookings, reservations and participants of any type of tour operated by Taste Tours or alternative operator acknowledge that they have fully read and understood these Terms and Conditions prior to making a booking or reservation and that they are fully acceptable and binding and form our agreement to accept you for travel on any tour. If you do not accept these Terms and Conditions you must immediately stop using the Web.

1. Tours / Interruptions / Missed Tours / Customer Cancellations

1.1 IT IS A REQUIREMENT YOU MUST HAVE FUN!!!

1.2 We reserve the right to alter any part of the itinerary or use alternate wineries, vehicles and operators at our sole discretion where it is deemed necessary.

1.3 Accept this friendly reminder that Taste Tours needs to depart according to itineraries scheduled. We accept no responsibility for guest failing to meet our tour schedule.

1.4 If you missed the tour you can try to get a train/bus/taxi at your expense to the first winery. Sorry No Refund is possible for missed travel connections.

1.5 Groups of 7 or more people are required to book as a Private wine, spirit or beer tours so that the interaction and dynamics of our Public Wine Tours are not compromised in any way by having a few guests being mixed with a larger group.

1.6 Private, Corporate or Social Group bookings are also required to disclose at the time of booking if they are celebrating any special occasion. Eg. Hens Day, Bucks, Corporate Days, Anniversary, etc.

1.7 Failure to disclose this Special Occasion information when making a booking may result in your booking being declined or cancelled at any time including during the course of your tour due to non-disclosure of this required information. No refund in full or in part is possible for non disclosure .

1.8 Please try not to miss our great taste tours! We are not interested in your partial refund, as much as we are interested in your attendance as it gives us great joy to show you what we have prepared for you!

1.9 Although on rare occasions, Taste Tours assumes no responsibility for delays caused by weather, bus breakdowns, traffic conditions, accidents and/or other conditions beyond our control. We will endeavour to do our utmost to make sure we have minimal interruptions to any of our tours.

1.10 If Taste Tours cancels the entire tour (unforeseen circumstances), you will be offered another date as an alternative or a full refund will be given.

1.11 We are not obliged to refund the price of a cancelled booking unless the cancellations are within the cancellation guidelines as outlined within these terms and conditions.

1.12 In the event of a cancellation the following policy will apply for all private wine tours:

- To avoid penalties, reschedule 30 days prior to initial booking date.
- Within 7 – 30 days prior to tour date, 60% refund of monies paid, less a \$50 administration.
- Within 1 – 7 days prior to tour date, 80% refund per person will be forfeited, remainder balance will be refunded.
- Less than 24 hours prior to tour start time 100% cancellation fee will apply to each person.

2. Payment / Credit Card

2.1 All prices are in Australian currency (AUD) and include goods and services tax (GST).

2.2 Payment can be made by a valid credit card / direct deposit into Taste Tours bank account / cheque.

2.3 A credit card payment / cleared funds either by cheque, direct deposit, Paypal or secured payment methods is required for all bookings to secure your seat.

2.4 Tour dates with less than 30 days' notice must be paid in full at time of booking.

2.5 Private, Corporate or Social Group bookings will require a deposit of 50% of the total cost of the tour to be paid to secure your vehicle at least 30 days in advance of your tour date. Remaining 50%, finalized no later than 1 week prior to tour booking date.

3. Boarding / Seating Tour Vehicle

3.1 Boarding Taste Tour vehicle, you will be given clear instructions from the designated driver regarding wearing of seat belts for safety, behaviour, signing of the drivers run sheet, etc.

3.2 By agreeing to Terms and conditions set out by Taste Tours:

- You are acknowledging you agree to the Terms & Conditions/ Privacy Policy.
- You are the person traveling on required vehicle for this particular wine tour, on this specific day.
- By signing/agreeing & supplying your email, address details & phone number you hereby grant permission for Taste Tours representatives, to take and use: photographs and/or digital image of yourself for use in promotional materials/ educational or news releases. These materials might include printed or electronic publications, Websites / social media / other electronic communication
- You also further agree that your name & identity may be revealed in descriptive text or commentary in connection with the image(s).
- You authorize the use of these images without compensation to Taste Tours inclusive (Employees/ Managers/ Directors/ Beneficiaries / etc.)
- All negatives, prints, digital reproductions shall be the property of Taste Tours.

3.3 You do have the authority to decline photos of yourself being printed on electronic publications, web sites, social media or other electronic communications, by notifying driver and writing this on the drivers run sheet next to your name.

4. Behaviour

4.1 A none fun attitude will not be tolerated.

4.2 Smoking is not permitted on our vehicles or in winery / supplier buildings. Please take note when at wineries smoking areas.

4.3 Persons causing a nuisance to other guest/s may be removed from the vehicle and Taste Tours will not be liable for any expense incurred by the guest/s should this occur. Any legal action (including fines) taken against a person on the tour, or against Taste Tours because of the actions of a guest, will be the sole responsibility of that person or persons. The matter may be also reported to the local Police if deemed necessary by the tour guide or representative. Taste Tours are not responsible for any costs incurred once a guest is removed from a tour.

4.4 Drunken, disruptive and uncontrollable behaviour will not be tolerated at any time.

4.5 Wineries reserve the right to refuse entry and service to intoxicated persons.

4.6 No alcohol, food or beverages other than water or what is provided by the driver is to be consumed or permitted on the vehicle at any time.

4.7 Taste Tours strongly recommends that you do not drive after one of our tours. We unfortunately cannot accept responsibility for your ability to get home once our tours terminate.

4.8 Guests are responsible for any damage they cause during the tour to property of Taste Tours or any businesses we visit.

4.9 We are not responsible for the conduct of third party operators, venues or suppliers.

5. Bus Cleanliness / Damage

5.1 We do expect our customers to clean up after themselves and dispose of any trash generated during the trip (private or daily public tour). We reserve the right to impose a fee for any damage done to the bus/coach or any out of the ordinary cleaning made necessary by our passengers. A minimum fee of \$400 will apply to any damage or spillage on our bus. We reserve the right to charge your credit card without authorisation from you to cover the costs for any damage incurred by you or by guests you booked.

5.2 Any individual, group coordinator or key contact is required to provide a valid credit card number as security at the time of booking which in the event of any reported damage or theft, however minor, will be utilised to pay for relevant repairs, charges and associated costs.

6. Sale Pricing

Although on rare occasion, Taste Tours reserves the right to offer sales and pricing discounts on a needed basis. No price difference refunds will be granted to any prior reservations.

7. Advice

The contents of Taste Tours website do not constitute advice and should not be relied upon in making or refraining from making, any decision.

8. Privacy Policy

Taste Tours respects your privacy and will keep your personal information private. (please refer to our privacy policy for more information .Personal information is defined as information about you that is personally identifiable like your name, email address, or phone number, and that is not otherwise publicly available. We never keep credit card number information on file for any reason.

9. Change to this policy

Taste Tours reserves the right to:

9.1 Change or remove (temporarily or permanently) the Website or any part of it without notice and you confirm that Taste Tours shall not be liable to you for any such change or removal.

9.2 Change these Terms and Conditions at any time, and your continued use of the Website following any changes shall be deemed to be your acceptance of such change.

9.3 We request that you do not call our office in hopes to change the aforementioned policy, If you have a question or concern about the policy, please send us an email / letter with your concerns.

10. Links to Third Party Websites

Taste Tours and iwine website may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites and you acknowledge and agree that we are not responsible for the content or availability of any such sites.

11. Copyright

11.1 All copyright, trademarks and all other intellectual property rights in the Website and its content (including without limitation the Website design, text, graphics and all software and source codes connected with the Website) are owned by or licensed to Taste Tours or otherwise used by Taste Tours as permitted by law.

11.2 In accessing the Website you agree that you will access the content solely for your personal, non-commercial use. None of the content may be downloaded, copied, reproduced, transmitted, stored, sold or distributed without the prior written consent of the copyright holder. This excludes the downloading, copying and/or printing of pages of the Website for personal, non-commercial home use only.

12. Disclaimers and Limitation of Liability

12.1 Taste Tours does not accept liability for lost or stolen property.

12.2 By booking with us you acknowledge that participation in all our tours involves inherent risks that may not be present in other tours. These risks include, without limitation, the possibility of injury or death, psychological trauma, loss or damage to property, inconvenience and discomfort. No liability will be accepted in the likely event of any person suffering an injury or accident as a participant of any tour conducted by Taste Tours or any other operators on our behalf.

12.3 The Website is provided on an AS IS and AS AVAILABLE basis without any representation or endorsement made and without warranty of any kind whether express or implied, including but not limited to the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

12.4 To the extent permitted by law, Taste Tours will not be liable for any indirect or consequential loss or damage whatever (including without limitation loss of business, opportunity, data, profits) arising out of or in connection with the use of the Website.

12.5 Taste Tours makes no warranty that the functionality of the Website will be uninterrupted or error free, that defects will be corrected or that the Website or the server that makes it available are free of viruses or anything else which may be harmful or destructive.

12.6 Nothing in these Terms and Conditions shall be construed so as to exclude or limit the liability of Taste Tours for death or personal injury as a result of the negligence of Taste Tours or that of its employees or agents.

13. Indemnity

You agree to indemnify and hold Taste Tours and its employees and agents harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against Taste Tours arising out of any breach by you of these Terms and Conditions or other liabilities arising out of your use of this Website.

14. Severance

If any of these Terms and Conditions should be determined to be invalid, illegal or unenforceable for any reason by any court of competent jurisdiction then such Term or Condition shall be severed and the remaining Terms and Conditions shall survive and remain in full force and effect and continue to be binding and enforceable.