

## Ordering and Booking 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.

### Ordering Policy:

All orders taken via TasteHQ.com.au must be paid for by credit card (MasterCard or Visa) when placing the order. Customers will receive a booking conformation upon completion of their booking. All prices are in Australian Dollars and include GST. Prices are subject to change without notice.

### Booking Policy:

1. Missed Transport: Taste Tours carries no responsibility for customers arriving late at departure points or for ferry services timetable changes. It is the customers responsibility to ensure they arrive at any departure point in adequate time to avoid missing the Ferry or other transport link.
2. Change of Mind: We are unable to offer a refund for a change of mind.
3. Date booking errors: Taste Tours carries no responsibility for customers booking a tour on the wrong date or mistakenly believing

they booked on that date. It is the customers responsibility to ensure that the have booked the intended tour on their intended date.

4. Shipped wines: Where customers have arranged with the winery to have their wine purchases shipped to a delivery address . This is an arrangement between the winery (shipping agent) and the customer. Taste tours carries no responsibility for this agreement.

5. Refunds: Refunds, if granted, are usually processed within 14 business days. All refunds must be issued to the original purchaser. Please refer to our cancellation policy for full terms and conditions.