

GENERAL CONDITIONS OF THE GUIDED TOURS

Conditions and Ways of Booking

ALL VISITS ARE BY APPOINTMENT ONLY.

The minimum reservation deadline, except in exceptional cases, is 48 hours in advance.

Reservations will be confirmed by mail, face to face or by telephone only by the winery Hospitality staff.

Forms of payment accepted

Cash on the actual day of the Guided Tour.

By bank transfer, before arrival – 48 hours minimum.

Conditions for Cancellation

In the event of cancellation or any change in the number of participants immediate notice is required. No penalty will be applied in case of cancellation/change with an advance of at least 48 hours.

In case of no-show appointment, the full amount will be due.

In case of delay, the staff must be promptly informed and will confirm the tour.

After 30 minutes, without notice, the tour is considered canceled and the full amount is due.

In case of advance, the staff reserves the right to begin the tour according to organizational needs.

Complementary Offer

WINE SHOP after the tour, during the normal opening hours or, if needed, on appointment – here you can pay also with credit cards.

CATERING SERVICES Only by prior agreement and reservation

MEETING SERVICE Available for groups up to 100 persons only by prior reservation

Advice and current restrictions

During the time you are in the winery total respect is required towards other users and the winery's staff, in particular with regard to adults' responsibility for children and infants. Children must always be accompanied by an adult.

All safety requirements indicated in the winery or by the staff must be complied with.

You are not allowed to wander off on your own and must stay close to the guide all times.

Please consider there is a **video surveillance system** along the visiting area.

Should any person in the group have any type of **disability, allergy** or food or **health problem** that you consider that we should know about, please inform us in advance!

We do not admit stag/hen parties, weddings, christenings or communions except with the express consent of the winery's Board. No fancy dress or inappropriate or indecorous attire.

Pets are not allowed.

Dedicated visitor's car park

Access from the main gate – please ring the bell and introduce yourself to the staff at the reception – then follow the directions of the staff for parking. Please consider that the parking lot is used by staff, visitors and trucks (in the logistic area).

PLEASE, ENJOY THE TOUR AND DRINK RESPONSIBLY!