



## TERMS & CONDITIONS

### Individual Booking

- We accept the following credit cards:
    - ✓ Visa ✓ MasterCard ✓ American Express
  - Full payment by credit card is required to make a reservation. We do not charge a service fee for processing credit card payments.
  - Prices are per person, unless otherwise specified.
  - Prices do not include GST and applicable taxes unless otherwise stated.
  - Price quotations are subject to change without notice until a booking has been confirmed.
  - Tips/gratuities to our wine tour ambassadors, restaurant service staff, and our hotel partners' hospitality providers are also not included. Standard rates range from 15% - 20% and are most welcome and appreciated for courteous and professional service.
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- Cancellations made more than 7 days prior will receive a full refund.
  - Cancellations made within 7 days will receive no refund or credit.
  - No refunds or credits for "no shows", guests that miss the departure time or separate from the tour group during the tour. In such cases - all monies paid to OWCT are forfeited.
  - Persons may be substituted within a reservation without penalty.
  - Re-Schedule Tour Date – Is dependent on availability and changes must be made 7 days prior to the original tour date.
  - Change of Tour – there is a \$20/per booking fee to change any tours unless the tour is an upgrade to an existing tour or the change has been requested by OWCT.
  - Any refunds issued are done in the same method that the client originally paid.
  - OWCT reserves the right to make any necessary changes to the wineries, the order of the tour and the vehicles scheduled for the tour. \*Note that scheduled pick up and drop off times may vary unavoidably depending upon road conditions or traffic.
  - The time allotted for the tour may vary based on group size and time of year.
  - OWCT wine tours proceed rain or shine\*
- \*Reasons we may cancel a tour...*
- Extreme weather. Mechanical difficulties.
  - Highway closed due to accident, forest fire, and weather conditions.
  - Guests arrive intoxicated.
- OWCT are not responsible for personal items left behind in the vehicles.



***Groups of (6) six guests or more ...***

- A credit card is required to secure Group Bookings with a 50% deposit.
- Balance is due 30 days prior to your tour. This balance is based on your estimated number of attendees.
- Booking may be cancelled in full up to 30 days prior to your OWCT tour to receive a full refund.
- Cancellations made within 30 days of your Group Booking, no refunds are extended.
- By paying the deposit the Organizer confirms that all information provided is accurate and accepts the terms and conditions on behalf of the group.
- No refunds or credits for 'no-shows' - guests who miss the departure time or separate from the tour. In such cases - all monies paid to OWCT are forfeited.
- For groups of 6 (six) or more guests an auto-gratuity on behalf of OWCT Wine Ambassador is automatically included on the final invoice at 15% rate.