

William Chris

VINEYARDS

Dear Tour Driver,

To offer the exceptional experience that we want to provide both you and our mutual guests, the maximum size of an indoor tasting group is 8 people. Groups of 1-8 guests should be booked as a 'Wine Tasting.' Groups of 8 are only available at special times, so please take note. This experience will be at a relatively relaxed pace, and you should budget 45 minutes to one hour to complete the experience. Larger groups (12 people maximum) will be able to taste on our outdoor pavilion. Groups of 9-12 should be booked as a 'Large Group Tasting.' Large group tastings will be one hour to one hour 15 minutes. Large group experiences are also only available at special times. Please book via the William Chris website or call for reservations.

Our tasting fee is \$20. Tour companies are now required to make a reservation and pre-pay for all visits. Also, all drivers are required to sign a copy of this document for our records.

Cancellations:

- We require 24-hour notice for cancellations.
- Cancellations within 24 hours will be refunded half the tasting fee.
- No-shows will not receive a refund.

Timeliness:

- We do our best to make every effort to accommodate our guests. However, if your group is more than 10 minutes late, you will be considered a no-show cancellation and will not be able to taste.
- Please notify us if you cannot make your reservation. We will make every effort to help reschedule when possible.

Changes to Group Size:

- Groups larger than the reservation size will not be accepted. (For example, your reservation is for 4 guests and you arrive with 6 guests.)
- Please notify us by phone beforehand and we will attempt to accommodate size changes.
- Groups arriving with less than the reservation size will be billed the original number of tasting fees.

Reminders:

- Tours arriving without a reservation will not be accepted for tastings any day of the week.
- Reservations are required EVERY DAY. No exceptions.
- Drivers must be available to their groups and to the staff at William Chris Vineyards, except while parking.
- Loud, disruptive groups/guests will be asked to leave.
- Intoxicated guests will not be served and the entire group will be asked to leave. It is the driver's responsibility to remove the group. Drivers are not allowed to bring intoxicated guests to our tasting room.
- No outside alcohol is allowed on the premises.
- Parking: Our circle is for immediate loading and unloading only.
- Tour drivers / companies who do not respect our expectations will be permanently banned.

Tour Driver/Operator Signature

Date

e-mail address

Tour Driver/Operator Printed Name

Tour Company Name