

Terms & Conditions

Vine Ventures Tours are available to both public and private groups and our bus is also available for private charters.

Our aim is to provide all of our guests with a fun and memorable wine tasting experience, showcasing the Orange Region and its fabulous wines.

By booking with Vine Ventures you are agreeing to the following terms and conditions. Any queries regarding the terms and conditions must be raised prior to the tour date.

Booking Requirements (inc Deposit and Payment)

Wine Tasting Tours: We require a \$40 deposit per person at the time of booking.

Private Charters: We require a 50% deposit for private charters. This deposit is non-refundable if cancellation occurs within 48 hours of the proposed tour.

In order for Vine Ventures to confirm your booking, all requested details must be provided. Failure to provide required details may result in your booking being unconfirmed and therefore null and void.

Cancellation Policy

Sometimes, things happen, and we understand that you may have to postpone or cancel your trip. If postponing, and payment has already been made, we are happy to provide you with a voucher to use at a later date. Or, in the sad event that you will have to cancel your tour, the following will apply:

1. Cancellation within 48 hours of your booked tour = no refund

Tasting Fees

Please note that most Cellar Doors in the Orange Region charge a minimal tasting fee (usually \$10 - \$20). In many cases (but not all), the tasting fee is redeemable upon purchase of wines. These fees are NOT included in your wine tour price and must be paid directly to the cellar door.

Lunch (Applicable to Full Day Tours only)

Please note the cost of your lunch is NOT included on the full day tour. All food and beverages consumed during the lunch period are done so your own full expense.

Tour Schedules, Late Arrival at Designated Pick-Up Location & Overtime Tour Fees

We ask that your group be ready and on time at your proposed pick-up location so that we are not holding up other tour attendees.

We also ask that you work with us to maintain the proposed tour schedule and meet the booking requirements of the Cellar Doors participating in your tour.

Late arrival at Cellar Doors may be unpermitted owing to prior bookings and arrangements in place with other patrons.

Our Tours

All tour itineraries are designed and implemented by Vine Ventures.

Where specific Wines and/or Wineries are requested, you must advise Mitch or Gabrielle at the time of your booking or with sufficient notice prior to your tour date, so that relevant Cellar Door bookings can be sourced.

We will do our best to accommodate specific needs, however in the event of desired Cellar Doors being booked out or unavailable we will work with you to find suitable replacements.

Tour Group Size

Vine Ventures caters for groups of 2 - 10 persons.

For your comfort when requesting specific Cellar Doors, please consider that some Cellar Doors are small and boutique by nature and do not cater for large groups.

Pick Up & Drop Off Locations

Pick you up and drop you off to your accommodation or venue within a 10 km radius of the Orange CBD is included in your tour price. Should you be located outside of the 10km radius please discuss your options directly with Mitch or Gabrielle.

Group Transfers & Charters

Yes, we also do private charters and group transfers for weddings and other special events. All enquiries are to be directed to Mitch or Gabrielle at Vine Ventures. Competitive prices will be set in accordance with your specific needs.
(Enquire now – take to enquiry form WEBSITE VERSION ONLY)

No Smoking Policy

Vine Ventures has a strict NO SMOKING Policy within the vehicle at ANY time during your tour. And we request that all smokers always maintain a respectful distance from the vehicle and your tour guide.

Alcohol, Drug and Behaviour Policy

Please note: Alcohol must not be consumed inside the vehicle at any time during your tour.

Further, all Cellar Doors and venues within the Orange Region adhere strictly to the responsible service of alcohol laws, and therefore venues have the right to refuse service and/or entry to any person/s displaying signs of being intoxicated.

At Vine Ventures, we are all about having a good time together, therefore we do not accept inappropriate or unsociable behaviour.

Should any group member become overly intoxicated, unwell (owing to alcohol consumption), difficult or abusive, or behave in an inappropriate manner towards the tour or venue operators we have the right to terminate the tour immediately. No refund will be issued.

Photos/Social Media & Marketing

During your tour, we are incredibly happy to take appropriate photos of you and your group to create mementos of your tour and great time with us in the beautiful Orange Region.

We may also be request for your permission to use appropriate images of you or your group for advertising or promotional purposes including Social Media for Vine Ventures only and we'd love you to tag us in on your socials.

Seatbelt Laws

It is the responsibility of all persons within the vehicle to adhere to the relevant NSW Road Safety & Transport legislation for seatbelt wearing. Failure to adhere to these laws may result in a \$300 per person fine. Please note any fines are payable by the individual, not by Vine Ventures.

Children & Minors

Wine Tours are designed for Adults aged 18+

However, if prior arrangements have been made and approved by Vine Ventures, children aged 12+ may accompany their parent/guardian on a tour.

Children aged 12+ will be charged the same full rate as any participating adults and will remain the responsibility of the parent/guardian throughout the duration of the tour.

Hens & Bucks Parties

Hens and Bucks groups are considered only upon application. You must disclose that your group is a hens or bucks party at the time of your booking

Please note any inappropriate behaviour, attire or paraphernalia deemed to be offensive are not acceptable and may mean that the tour may not go ahead.

Privacy

All personal information supplied for booking and payment purposes, will not be used for administration purposes only. Vine Ventures will not share this information with any other Third Party.

Currency & GST

All prices quoted and payable are in Australian Dollars and include GST.

Insurance & Responsibility

Vine Ventures is fully insured in accordance with all insurance and compliance required by the NSW State Government.

Please note that all tours are taken on the understanding that each individual passenger is responsible for their own safety and wellbeing. This also extends to individual's possessions which are the sole responsibility of each tour attendee throughout the duration of the tour.

It is also the responsibility of each individual to consider their own health, physical ability, allergies and dietary requirements prior or booking your subsequent tour. *

Vine Ventures will NOT be held responsible for any damage caused to people or personal belongings whilst on your tour. NO liability will be accepted resulting in or from harm, illness, loss, injury, or death.

*Any specific health issues and allergies should be disclosed at the time of booking.

COVID-19 Safe

Vine Ventures are registered COVID-19 Safe and have a safety plan displayed on the tour bus as per relevant industry guidelines.

Hand sanitizer and masks are available to tour groups, as necessary.

It is expected that every tour attendee will adhere to all relevant COVID-19 safety requirements as set by the NSW Government and independent guidelines at various locations/venues, including social distancing and hygiene requirements.

Should you or any of your tour group be unwell, we ask that you postpone your tour for another time.

If you are concerned or in a high-risk category, please consider your health before you make your booking.

Vehicle Damage & Cleaning

Individuals are responsible for any damage inflicted on our vehicle and all costs associated with repair, cleaning or restoration must be paid within 7 days of the tour date. Where an individual does not pay for damages occurred within the said timeframe, the person responsible for the initial tour group booking will be held accountable for the full cost of any damage occurred.

If excess cleaning is required as a direct result of your group a charge of \$80 will be applied.

Complimentary

In addition to plenty of laughs, local information, and tips and tricks, Vine Ventures will also supply water and snacks and access to sunscreen and Aeroguard during your tour.

Additional information

Vine Ventures tours operate all year round and are not usually affected by weather conditions, however, in the event of extreme weather conditions or unforeseen circumstances, Vine Ventures reserve the right to alter any part of the itinerary without notice.

Should weather conditions be deemed too dangerous the tour may be cancelled for safety reasons and a refund (or part refund) will be offered.

Vine Ventures reserve the right to use alternative vehicles and drivers where and when required without notice.