

## Terms and Conditions of Wine Cottage

**By purchasing any of Wine Cottage events and experiences through [winecottage.co.uk](http://winecottage.co.uk) and/or any third party website or retailer, you accept and agree to be bound by the terms and provision of this agreement. In addition, when using any of Wine Cottage services, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.**

### **Data Protection and Privacy Policy**

- Wine Cottage acknowledges that they will be handling Personal Data of its customers in accordance with the GDPR 2018. Personal Data has the meaning set out in section 1(1) of the GDPR 2018. Wine Cottage will process the Personal Data in compliance with all applicable laws, enactments, regulations, orders, standards and other similar instruments.
- Wine Cottage reserves the right to take pictures and make videos of our events for advertising purposes. By attending our events, you give permission for your photo or video taken at the event to be used for such purposes.

### **Accuracy Warning**

- [Winecottage.co.uk](http://winecottage.co.uk) and its components, as well as any affiliated third party websites, are offered for informational purposes only; this site shall not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via the websites, and shall not be responsible or liable for any error or omissions in that information. All pictures are for illustration purposes only.
- The actual wines and products served at any Wine Cottage experience could vary in each event depending on availability.
- Wine Cottage reserves the right to change the venue of any of the events and will provide a minimum of 48 hours' notice via email in case of any change in venue. A change of venue will not constitute basis for a complimentary rescheduling outside of the rescheduling policy outlined below. Therefore every guest is required to check their emails 48 hours before the event to ensure they are up to date with any communications from Wine Cottage.
- Email is the only form of communication between Wine Cottage and guests.
- Guests must ensure that our email address [admin@winecottage.co.uk](mailto:admin@winecottage.co.uk) is added to their email's safe list so they are aware of any important emails from us regarding the event, as if any important emails are missed, Wine Cottage will not be held responsible.
- Any statements made by our wine educators are their private opinion and not reflective of Wine Cottage in any way.

## **Intellectual Property**

- Winecottage.co.uk and its original content, features and functionality are owned by Wine Cottage and are protected by international copyright and other proprietary right laws.
- The wine tasting sessions are not permitted to be videoed or voice-recorded without written permission from Wine Cottage.

## **Payment Policy**

- Acceptable methods of payment for any events booked through winecottage.co.uk are card payments through winecottage.co.uk, and card and cash payments upon arrival at the venue of the event.

## **Cancellations/Rescheduling policy**

- Wine Cottage reserves the right to cancel an event by providing 48 hours' notice, in which case Wine Cottage will offer a full refund or a rebooking on alternative dates up to 12 months ahead.
- A purchased ticket may not be refunded, however it can be transferred to another person or rescheduled for a different date by providing a sufficient notice to Wine Cottage in writing for the rescheduling arrangement to be finalised a minimum of 48 hours prior to the originally booked date and time as described below.
- To reschedule a booking customers must provide a clear confirmation of their wish to reschedule their booking. For instance an enquiry regarding our cancellation policy or a possibility of a cancellation by a customer cannot be considered by Wine Cottage as a clear confirmation a customer's wish to reschedule a booking.
- Wine Cottage will provide next available dates upon request and once a customer has confirmed their chosen date for rescheduling, they will receive a new email from Wine Cottage as confirmation of rescheduled booking. This arrangement must take place at least 48 hours prior to original booked date and time in order for the rescheduling to be valid (otherwise the original booked date and time will remain valid and if the customer does not attend, that will be considered as a no-show with no refund or rescheduling eligible). If a customer does not receive a confirmation of rescheduling email from Wine Cottage, it will be their responsibility to request for this email by contacting Wine Cottage via email (admin@winecottage.co.uk). No rescheduling can be considered valid without receiving the confirmation of rescheduling email from Wine Cottage.
- The customer can change the date of their booking once in the above described way without occurring any extra charges. They can rebook another experience for the same value up to 9 months ahead or until the expiry date of their voucher, whichever is first and as long as they adhere to the mentioned terms above.
- Only one free rescheduling is permitted per booking.
- After the first free rescheduling there will be a charge of 20 GBP per booking for each rescheduling. All rescheduling are subject to the above mentioned terms.

## **COVID-19**

- As mentioned in section *Cancellations/Rescheduling policy*, any rescheduling must be arranged a minimum of 48 hours prior to the event, however we understand that in the current circumstances relating to COVID-19, some guests may not be able to provide sufficient notice for their booking to be rescheduled due to issues relating to COVID-19. In this case, although we will be unable to reschedule the booking, we can offer guests a complimentary transfer of their booking to another attendee of their choice to attend the booked experience in their place.

## **Weather**

- If your experience takes place at an open-space venue, we suggest you wear warm clothing. The experience is not weather-dependent as the open-space venue is covered and the experience will take place in any weather conditions.
- Weather conditions will not constitute basis for a complimentary or late notice rescheduling (less than 48 hours' notice).

## **Conditions of Use**

- To attend any of Wine Cottage experiences and/or events, you must be over 18. Please bring your proof of age to the event.
- This activity is not suitable for anyone who is allergic to alcohol, dairy, gluten, soya and nuts, or has had a history of alcohol abuse.
- If a customer has any special dietary requirements it is their responsibility to inform Wine Cottage at least 7 working days prior to start of their experience.
- Wine Cottage reserves the right to remove anyone from any of our events if we deem their behaviour disruptive, rude or threatening, whether verbally or physically, towards any of our staff or other guests. Anyone removed from any of our experiences and/or events due to unruly behaviour will not be entitled to a refund.
- Any late arrivals of more than 20 minutes from the start of the experience will not be permitted to attend the experience and this will be considered as a no-show with no refund or rescheduling eligible.

## **Notification of Changes**

- Wine Cottage reserves the right to change these Terms and Conditions from time to time as it sees fit and your continued use of the site and any services, will signify your acceptance of any adjustment to these Terms. If there are any changes to our privacy policy, we will announce that these changes have been made on our home page and on other key pages on our site. If there are any changes in how we use our site customers' Personally Identifiable Information, notification by email will be made to those affected by the change. Any changes to our privacy policy will be posted on our site 30 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis.