

Mudgee VIP Wine Tours Terms & Conditions

By booking with Mudgee VIP Wine Tours you are agreeing to the following terms and conditions.

BOOKING CONFIRMATION & DETAILS

For Mudgee VIP Wine Tours to confirm your booking, you must provide all requested details. Including full name, contact details, dietary requirements and any pre-existing medical conditions you have which may affect your experience or ability to participate in all aspects of the booked tour.

Please note your booking cannot be confirmed or finalised without provision of these details.

Mudgee VIP Wine Tours does not share your information with any third party.

BOOKINGS & PAYMENTS

A 50% direct deposit is required to secure your place on the tour. Full payment for any outstanding booking fees must be made prior to the commencement of the tour. Alternatively you can book online and pay in full.

All prices are quoted in Australian dollars and include GST.

CANCELLATIONS

Cancellation within 7 days of tour: Nil refund (100% cancellation fee)

Cancellation within 8 + days of tour: 50% of deposit refunded. Administration fee applies.

Please note, a \$50 administration fee applies to all cancellations.

GROUP SIZE

To ensure the best experience for all our customers, groups are limited to 11

PHOTOS & MARKETING

Unless prior arrangements have been discussed, by touring with Mudgee VIP Wine Tours, you are consenting to granting Mudgee VIP Wine Tours a perpetual, royalty-free, irrevocable licence to use images of you for promotional purposes (in any medium).

INTOXICATION

Mudgee VIP Wine Tours will not accept any unruly, unsociable or intoxicated behaviour. Federal, State and Local Government drinking laws are applied and adhered to.

Inappropriate behaviour will result in the tour being terminated immediately.

Wineries have the right to refuse service and refuse admission of any individual they deem intoxicated.

Legislation requires that seat belts must always be worn. It is the responsibility of all individuals to wear a seat belt. Failure to do so may result in a \$300+ per person fine which is payable by the customer, not Mudgee VIP Wine Tours.

NO SMOKING

Mudgee VIP Wine Tours has a strictly no smoking inside the vehicle or inside the venues visited policy.

DAMAGE & CLEANING

Individuals are responsible for any damage inflicted on our vehicles. Any damage inflicted to the vehicle by customers will be paid in full by them within seven (7) days.

Where excess cleaning is required after a tour a cleaning fee of no less than \$100 will be charged.

Mudgee VIP Wine Tours will not be held responsible for any damage caused intentionally or otherwise to people or property/venues and the passengers whilst on tour. Individuals or the nominated group leader will be held liable to cover any additional costs incurred.

HENS & BUCKS

Hens or bucks' attire or paraphernalia that is deemed to be offensive to others will not be accepted on tour or at the wineries.

INSURANCE

Mudgee VIP Wine Tours is fully insured and accredited, however, all tours are taken on the understanding that each individual passenger is responsible for their own wellbeing and safety.

TOUR PICK UP & DROP OFF:

Mudgee VIP Wine Tours picks up from accommodation providers, homes, businesses and locations within a 5KM radius of Mudgee CBD,

For anything over 5KM a charge may apply.

We require your pick-up details at least 48 hours prior to the tour. There is no refund for passengers who miss the bus because they changed their pick-up location and did not inform us or failed to arrive at the pick-up location for the scheduled departure time.

CELLAR DOOR:

Mudgee VIP Wine Tours reserves the right to alter the itinerary should an unforeseen issue arise at any of the proposed cellar doors.

Extreme weather or dangerous conditions

Mudgee VIP Wine Tours reserves the right to cancel any tour should extreme or dangerous weather conditions be present. Option for refunds or vouchers for future tours will be discussed with individuals.

DIETARY EQUIRMENTS

Please advise of any dietary requirements when booking your tour.

CHILDREN

Winery tours are specifically designed for adults. Children 15 years or older may join a tour at full adult prices at the discretion of management. Younger children may be carried on private tours upon prior application only. No alcohol is to be consumed by minors (under 18 years of age) while on a Mudgee VIP Wine Tour.

GIFT CERTIFICATES

Gift certificate available for purchase. Gift Certificates are subject to tour availability.

ADDITIONAL CONDITIONS

We reserve the right to alter any part of the itinerary without notice.

We reserve the right to use alternate vehicles and operators where required.

Every effort is made to provide the best touring experience, but no liability is accepted for any illness, injury, delay, inconvenience, loss or damage whilst on tour.

Tours operate all year round and are not usually affected by weather conditions.

*Thank you for meeting our Terms and Conditions
and for choosing Mudgee VIP Wine Tours
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