

## Mudgee VIP Wine Tours FAQs

### **Where do you pick up from?**

Mudgee VIP Wine Tours picks up from accommodation providers, homes, businesses and locations within a 5 KM radius of Mudgee CBD,  
For anything over 5 KM a charge may apply.

### **What size groups do you take?**

Mudgee VIP Tour numbers usually range anywhere between 2 - 11 people.

### **Is there room to store my wine purchases on your bus? Can I bring my own Esky?**

There is usually enough room to store a reasonable amount of wine on the bus for group tours, however for those who love our wine so much they want purchase large amounts, alternative pick up or delivery arrangements will need to be made directly with the winery.

We do not have the space to take individual eskys, therefore you may not bring your own esky.

### **What happens if I leave wine or a personal belonging at a cellar door or on the bus at the end of a tour?**

It is the responsibility of all our tour customers to look after their own belongings and to check off their wine purchases at the end of the tour. However, from time to time something is left behind. Pick up the next day can be arranged or postage to the customer's home at the cost of the customer.

### **Which wineries or venues will we be visiting? Can we pick the wineries?**

We love the Mudgee Region and all its wineries. Alyson knows where to find the best whites, reds, roses and everything in between.

When you book a private tour or full group tour you can work with Alyson to include some or all the wineries of your choice. Please note distance or timeframe will affect the number of wineries and locations that can be achieved.

### **Are there any additional wine tasting fees?**

Our standard tour packages *do not* include additional wine tasting fees. Mudgee wineries *do* charge for tasting and their terms and conditions will be discussed with you as needed.

### **How many wineries will we visit on a tour?**

We visit 3 wineries on a half day tour and 5 on a full day tour. Private tours and itineraries will vary in accordance to timeframe and client requests.

### **How long will the tour take?**

Full day tour is 10-4pm covering 5 wineries. Lunch is at your own expense

Half day tours are 10-1 Or 1.15 - 4.15pm covering 3 Wineries

Please note tour times include pick up and drop off within this timeframe.

**Can we consume alcohol on the bus?**

No alcohol can be consumed on the bus.

**Can children attend the wine tour?**

Wine tours are not suitable to persons under the age of 18 years of age. See Terms and Conditions.

**Can I make changes to the set itinerary?**

Specifically, for public group tours, the Itinerary is discussed and planned before the tour and is based around all customers preferences. Private tours are tailored to customers wishes and are more flexible on the day.

**Do you charge a deposit and what is your cancellation policy?**

We charge a 50% deposit which is to be paid prior to the tour, to secure your place on the tour. The balance is then paid on the day. Alternatively you can book online and pay in full. See Cancellation policy in Terms and Conditions.

**What facilities do you have on the bus?**

Our bus and car are fully air conditioned, offering customers comfort all year round. Tinted windows offer further cooling benefits in summer and snugly blankets add to the experience in winter.

**What happens if the weather is bad?**

Mudgee VIP Wine tours will proceed regardless of the weather. In the event of extreme or dangerous conditions preventing us from accessing the cellar doors the tour may be cancelled.

See Cancellation policy in Terms and Conditions.

**Do I have to wear a seatbelt?**

Yes, law states that you must wear a seatbelt at all time. 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.

**Do I have to buy wine?**

We hope that you enjoy the many delicious and varied wines that the Mudgee wine region has to offer and we hope that you will make purchases along the way. Unless stipulated our cellar doors do not charge tasting fees and do tend to give a lot of wine away during group tastings, so any purchases are greatly appreciated.

*If you have any additional questions that are not covered in our FAQ please do not hesitate contact me directly on 0421 948 922 via email [enquiries@mudgeevipwinetours.com.au](mailto:enquiries@mudgeevipwinetours.com.au)*

*Hope to have you join me o one of my tours soon.*

*Cheers!*

*Alyson*