

FAQ

Where do you pick up from?

Mudgee VIP Wine Tours picks up from accommodation providers, homes, businesses, and locations within a 10 km radius of Mudgee CBD. For locations with excessive dirt road access or that are outside of the 10kms, please contact Alyson to discuss options.

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. You have the choice of our hassle free, all-inclusive price package which includes a delicious local produce platter and all tasting fees or our pay as you go rate where you can pay for your tastings as you have them and lunch at your own expense.

Half day tours are 10-1 Or 1 – 4pm covering 3 Wineries. Please note tour times include pick up and drop off within this timeframe. Lunch is not included in our standard half day packages.

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.

TOUR PICK UP & DROP OFF:

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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 snuggly 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 times. 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 award-winning, delicious, and varied wines that the Mudgee wine region has to offer, and we hope that you will make purchases along the way. Nearly all of our Cellar Doors charge tasting fees to help cover the cost of the wine that is given away at tastings. We do hope that you will love the wines, support our winemakers and Cellar Doors with purchases during your tour. For the Cellar Doors and wineries that have become your new favourites, you can also join wine clubs and follow them on social media to keep up to date with their latest releases, local news, and specials.

If you have any additional questions that are not covered in our FAQ please do not hesitate to contact me directly on 0421 948 922 and via email enquiries@mudgeevipwinetours.com.au.

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

Cheers!

Alyson



Fun, memorable and decadently delicious Mudgee wine tours