



Terms and Conditions

Before using the services of Wine Industry it is important that you read, understand and accept our terms and conditions.

Wine industry reserves the right to modify or change our terms and conditions at any time but as and when these changes occur, we will make it known to the general public.

Booking Deposit

- For all of our own experiences and events we will require a 20% non-refundable booking deposit payable by bank transfer in euro currency. Confirmation of your booking will only be given after we have received the deposit payment. The deposit will then be deducted from your total booking fee.
- When making a deposit payment by bank transfer, please include your full name.
- In some instances, where 3rd parties are involved, you may be required to make a full payment for particular services i.e. for the wine tours, for helicopter tours, for food requests or for transportation.
- If a booking deposit or advance payment is not made, any booking request will be cancelled.

Payment

- Final payments for all of our own experiences and events will be required just before the event or experience begins. These payments can be made by cash, credit or debit card. If you would prefer to pay in advance by bank transfer please allow time for us to receive the cash as we cannot proceed with your booking until the payment has been received.
- If you require a business facture for any booking please let us know and inform us of the following information: Full business name & address, Name of responsible person in the business, NIE Number, Contact information.
- We will notify you of any final payment requirements relating to any 3rd parties as necessary i.e. for the wine tours, for helicopter tours, for food requests or for transportation.

After Care

- After any experience or event you have booked through us we will contact you to ensure you were happy with the service received.
- We will keep certain personal information in order to be able to stay in contact with you.
- However, if you would prefer to have your personal information deleted from our system at any time please contact us.
- More information about our privacy policy can be found on our website.

Cancellation by the Customer

- If you wish to cancel any booking you have made through us, please contact us as soon as possible. If the cancellation is less than 48 hours we reserve the right to keep the deposit payment.
- Please note, where third parties are involved in a booking, their booking cancellation fees may also apply. If you would like more information in relation to this please contact us.
- We strongly advise that you take out holiday cancellation or personal travel insurance to cover for any eventuality relating to this.
- Notice of a cancellation must be received in writing.

Cancellation by Wine Industry

- If we have to cancel your experience or event prior to commencement, any fees you have paid, including your deposit payment, will be refunded in full.
- If we have to cancel an experience or event because a third party cannot honour their agreement we will refund any fees you have paid, including your deposit.
- Wine Industry is not liable for any incidental costs as a result of a cancellation.
- Again, we recommend you take holiday cancellation or personal travel insurance to cover for any eventuality relating to this.
- If an event or experience has to be postponed due to weather or for any other reason beyond our control, we will endeavour to re-schedule the booking for another mutually agreeable date.

Delay or Failure for the Experience to Proceed

- If you are delayed for any reason prior to the start of your booking, Wine Industry must be informed as soon as possible and must be notified in writing.
- If it is not possible to contact us by email please call us immediately on 657 88 32 48 and let us know how long the delay will be.
- It will then be at the discretion of Wine Industry to decide whether it is possible to proceed with your booking or not.
- If we have to cancel the booking because of your delay we reserve the right to keep your deposit payment.
- It will also be at the discretion of Wine Industry to decide whether it is possible to re-schedule your booking if your delay means we have to postpone the experience or event.

Health Policy

- We would ask that you notify us of any allergies or intolerances you may have that may affect certain parts of your booking i.e. particularly where certain food types are involved.
- Wine Industry accepts no responsibility for any illness that occurs as a result of not providing the necessary information.
- Individuals must be responsible for bringing their personal medication with them as required.

Disclaimer

- Wine Industry is not responsible for any illness, accident or injury that occurs as a result of you using our third party suppliers i.e. for helicopter tours, for wine tours or for any 3rd party food related booking requests.
- If you require further information about our third party liabilities please contact us in writing.
- Wine Industry has liability insurance to cover our own experiences and events and if you book an experience with us it is imperative that you fully understand our terms and conditions as laid out in this document.
- We strongly advise that you check your holiday or personal travel insurance covers you against helicopter rides, food poisoning etc.

Force Majeure

- Wine Industry shall not be liable for any expenses incurred due to Force Majeure, an extreme force of nature, weather conditions, strikes, Acts of Government, war or any other circumstance beyond our control.

Alcohol

- Wine Industry is not responsible for any illness, accident or injury that occurs as a result of you consuming too much alcohol. Our wine tasting experiences are designed in such a way to allow people to either drink the wine they taste or to spit it out.
- Our wine tasting experiences are only suitable for people aged 18 years and over.
- We offer help and advice for transportation if required. You are strongly advised not to drink and drive as it is illegal.

Negligence

- Wine Industry is not liable for any damages that may occur as a result of your own negligence or irresponsible behaviour, particular when using our 3rd party suppliers. Any damage that occurs in this instance will need to be addressed between you and the third party supplier.
- Wine Industry is not liable for any damages that may occur as a result of you consuming too much alcohol, particularly if you are staying in a holiday villa that you have booked independently. Any damage that occurs in this instance will need to be addressed between you and the holiday villa provider.
- If you behave irresponsibly or negligently during one of our experiences or events we have the right to stop the experience or event from proceeding any further and you will not be entitled to a refund.
- If you damage or break anything during one of our experiences or events that directly affects Wine Industry, please notify us immediately. It will be up to the discretion of Wine Industry to decide whether any additional charges need to be made as a result of the damage or breakage.

Complaints

- Notice of any complaint should be made to Wine Industry at the time of the complaint arising. If the complaint cannot be resolved immediately, then a formal complaint should be referred to us in writing in order for us to address and gather more information as necessary.

Personal Insurance

- It is strongly advised that you obtain insurance against possible sickness, illness, accident or injury, loss of personal effects, breakages or damages, cancellation or curtailment, travel disruption or delay, or any other reason that may be considered appropriate for the activities you partake in and for your own personal well-being.

Insurance in General

- Whilst Wine Industry carries full public liability insurance you should also satisfy yourself that you are fully covered against personal injury and cancellation.

Photographs used In Promotional Material

- You agree that any photographs taken during your experience or event, which may feature you, can be used by Wine Industry for promotional purposes. Photographs will never be taken of minors.