

## about the event

### **How long does the experience last?**

The tour takes 1.5 hours in total and includes a tasting of 4 wines. After the tour you are welcome to order more drinks if you would like.

### **What time should I arrive?**

Please arrive 5-10 minutes before the event.

### **What do I have to wear on the tour?**

Anything comfortable and suitable for the weather. No boots are required.

**Will the event still happen if it's raining?** Absolutely! We prefer to hold the events outside in the Wine Garden wherever possible, but we do have our Tasting Room overlooking the vines as a back-up option.

**Can I take pictures?** Please do! And do tag us into any social media posts as well @welcombehillsvineyard #welcombevines

**Is there a lot of walking involved with the tour?** The walking part of the tour is about 30 minutes, after which you can take your seats for the wine tasting. Please note that the tasting room is at first-floor level with one flight of steps and therefore not accessible to wheelchairs. We also have outside tables dependent on the weather.

### **How much wine will I be drinking?**

The ticket includes 4 x 60ml servings of our wines, with a mix of still and sparkling wines. More wine is available to purchase at the event, to drink or take home.

## about your booking

**Can I change my vineyard tour booking?** Yes please send us an email to [hello@welcombehills.co.uk](mailto:hello@welcombehills.co.uk) and we'll do our best to help you. You can change or cancel your tickets up until 48 hours before, but after this cancellation charges may apply.

### **Can I add extra guests to my booking?**

Yes indeed! If there are still tickets available, please book online and let us know if they are part of an existing group in the comments.

### **Is there a discount for non-drinkers?**

I'm afraid we are unable to offer a concession for non-drinkers at our wine tasting events. Drivers to our events either ask for smaller measures, or take a sip and let their passengers finish the rest!

### **Is there food available?**

Warwickshire charcuterie and English cheese platters are available to pre-order at £15 each - plenty for 1 or perfect to share between 2.

## getting here

**Is there public transport to Welcombe Hills Vineyard?** The closest train station is Stratford-upon-Avon Parkway – about 2.5 miles away. Taxis are available at the station but we would strongly recommend pre-booking them.

**Can you recommend accommodation and transport?**

Yes! Please see our Getting Here page on our website.

**Is there parking onsite?**

Parking at Welcombe Hill Vineyard is free for visitors with plenty of space available.

**Can I leave my car overnight?** You are welcome to leave vehicles at the vineyard overnight - just let the team know when you are here (but not motorhomes or caravans!)

## about the vineyard

**Can I bring my child/my dog?** We welcome well-behaved children and dogs at the vineyard, although wine-tastings are strictly for over-18s only. We operate the Over 25 policy and you may be asked to produce ID.

**Is the vineyard accessible for wheelchairs?** Wheelchair users can access the vineyard, although the tasting room and toilet facilities are located on the first floor accessed by one flight of steps. If you or a member of your party is mobility impaired, please get in touch with us for further info.

**Health and safety** Visitors must remain within permitted areas and must adhere to our health and safety procedures and guidelines and must follow any instructions given by Welcombe Hills Vineyard staff members. A Visitor is, however, responsible for his or her own safety and for the safety of any accompanying children or dog.

**Is there CCTV?** CCTV is in operation at Welcombe Hills Vineyard and video recordings may be made. This activity is carried out for security and service reasons.

**Do you run any other events?**

Yes, our event calendar will run throughout the winter. Sign up to our mailing list to be the first to hear!