

OREGON WINE TOURS

by: *TourOregonWines.com*

TERMS OF SERVICE

1. All wine tours are booked on a first come, first served basis. Reservations are not considered confirmed until we have a credit card on file and you have been emailed a confirmation number. Once a reservation is confirmed, you are bound by the cancellation policy of the company.
2. **Deposits and Charges-** All reservations will be required to have a valid credit card on file to hold a reservation. TourOregonWines.com will authorize the card on file 24 hours prior to tour start time. If client wishes to pay cash, a credit card must still be on file as backup.
 - a. Clients wishing to split charges between 2 credit cards may do so. However, there will be a “split charge” assessed of \$15 to cover the cost of additional credit card processing fees.
3. **CANCELLATION POLICY-** All reservations requested and confirmed 7 days prior to the start of the wine tour fall under our standard Cancellation Policy as follows:
 - a. **Reservations cancelled between 72 hours and 24 hours prior to the start of the tour will incur a 25% cancellation fee of the full amount of the tour cost from your confirmation email. (i.e. tour starts Saturday @ 10:00 AM – cancellation between Wed 10 AM to Fri 10 AM will incur 25% cancellation fee)**
 - b. **Reservations cancelled Less than 24 hours prior to the start of the tour will incur a 100% cancellation fee of the full amount of the tour cost from your confirmation email.. This includes “no shows” the day of wine tour service. (i.e. tour starts Saturday @ 10:00 AM – cancellation after 10 AM Fri will incur a 100% cancellation fee.)**
4. **Vehicle substitution.** TourOregonWines.com makes every effort to represent our vehicles accurately by class: sedan, SUV, executive van, sprinter, etc. There arise times when the company will need to substitute a vehicle of equal or greater size or cost to the client. We will do this at no charge to the client. If the client requests a different vehicle, the additional cost will be applied to the reservation and an amended confirmation will be sent. In the unlikely event of vehicle breakdown, the company will substitute a vehicle of equal or greater value to continue the tour. If client refuses, we will end the tour and return clients to the original pickup location and charge only for time used.
5. **Tasting Fees-** All tasting fees are the responsibility of the client unless otherwise discussed and confirmed in advance. Tasting fees are set by the respective wineries and TourOregonWines.com, or the chauffeurs have no authority to waive or “comp” tasting fees. If a winery or tasting room waives a tasting fee(s) it is solely at their discretion.
6. **Early Tour Termination-** If any member of a tour becomes overly intoxicated, is barred (kicked out, 86’d, banned) from a winery or tasting room, or becomes belligerent to any guest of a winery, the chauffeur, or the public, the tour will immediately be terminated and the client and his/her guests will be returned to the original pickup point. No refunds for unused time will be given. If a client, or their guest, becomes aggressive, violent, or otherwise disruptive, the chauffeur has been authorized by the company to end the tour immediately and not provide transportation back to the original pickup point and no refunds will be given for unused time. If the client, or their guest(s) damages any vehicle or equipment, they will be charged the fair market price to repair or replace the damaged items. Minimum charge for sickness (vomit) inside a vehicle will be \$250.00 and the tour will be immediately terminated and transportation back to pickup location will not be provided.

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- 7. Extended Time-** If a client requests to extend a tour we bill the client the hourly rate broken down into 15 minute intervals (rounded up). Our chauffeurs will give clients notice of when to leave based on traffic conditions and location to drop off point. Clients can request tour extension for the hourly charges mentioned in their contract. Should a chauffeur run into traffic delays on the return to drop off, the client will be billed for the additional used time.
- 8. Pickup / Drop Off in Wine Country (Dundee, Carlton, McMinnville, and other areas)-** Our vehicles are kept in the Portland metro area. Therefore, tours starting in wine country hotels, B&B's, or residences will incur an additional \$50.00 surcharge for pickup / drop off to cover travel time by the chauffeur. This information will be listed on the quote / confirmation when applicable.
- 9. Photographs-** During tours clients and their guests may be photographed by a chauffeur or a representative of TourOregonWines.com. Clients and their guests grant to TourOregonWines.com, its representatives and employees the right to take photographs of me and my property during a wine tour. I/we authorize TourOregonWines.com, its assigns and transferees to copyright, use and publish the same in print and/or electronically. I/we agree that TourOregonWines.com may use such photographs with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.