

Terms and conditions – Meet The Maker Tours

We are a service business and pride ourselves on our flexibility, but we do need set out certain rules which are detailed below

Payment Requirements:

- Tickets must be paid in full before tour to secure your place

Cancellation Policy:

- For tickets cancelled within 7 days of tour, no refund will be given
- For tickets cancelled 7 - 14 days prior to tour, we will refund if ticket can be resold
- For tickets cancelled 14+ days prior to tour, a full refund will be issued

Child Policy

- No children are permitted on Meet the Maker tours

Late policy

- All tours run on a strict time schedule and must depart from pick-up locations on time. Unfortunately, buses cannot wait for any late passengers

Tour booking guarantee:

- Tours will only go ahead if a minimum 7 tickets are sold

Maker availability:

- All Makers are booked in advance and provided with regular reminders. Due to the nature of the industry they work in we can't be responsible for any no shows, but will be regularly reminding confirming and staying in touch with them

Other terms and conditions

- We recommend all international travellers have adequate travel insurance in the event of delay, illness and loss of property which may result in failure to join or complete our tour.
- We can't accept responsibility for passengers missing our tour if not at pick up locations at designated times
- We can't accept responsibility for lost or stolen property, but all care will be taken
- Passengers must be able to prove age over 18 years for consumption of alcohol at wineries
- All fares are in Australian currency and include GST (goods and services tax)
- Smoking is not permitted on our vehicles or inside winery buildings

Touring Code Of Conduct:

Persons causing a nuisance may be removed from the vehicle. Wine Compass will not be liable for any expense incurred by the passengers should this occur. Uncontrollable and disruptive drunken behaviour will not be tolerated. Wineries reserve the right to refuse service & entry. Disruptive persons will not be allowed on the bus. No alcohol consumption is allowed on our vehicles. No BYO food or drink is allowed in the wineries. Wineries do not have BYO license therefore you may not bring your own alcohol for consumption. Individuals are responsible for any damage inflicted on our vehicles or at wineries.

Cleaning fees

- Smoking on the bus will incur \$500 fine
- Vomiting on the bus will incur up to \$500 cleaning fee
- Spilling drinks on the bus will incur up to \$500 cleaning fee
- Damage to property on the bus will be charged on a case by case basis

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