

# VINEYARD TOUR

## FREQUENTLY ASKED QUESTIONS

### WHAT TIME SHOULD I ARRIVE?

Please arrive for your tour 15 minutes before your allocated time.

### CAN WE EAT AT ALDWICK BEFORE OR AFTER THE TOUR?

Picnic Hampers are available to pre-order. These can be collected to eat before a 2.30pm tour (from 1pm) or after a 12pm tour (from 1.30pm).

### HAVE A VOUCHER FOR 2 PEOPLE, CAN I INVITE EXTRA GUESTS?

Yes indeed! Just visit our 'BOOK A TOUR' page via our website.

### HOW LONG DOES THE TOUR & TASTING LAST?

The whole experience takes approximately 90 minutes.

### CAN WE STAY OVERNIGHT?

We have 6 rooms, two spacious apartments and a luxury lodge, here at the Estate, to book a stay in conjunction with your tour, please visit our 'STAY' page via our website.

### WHAT SHOULD I WEAR?

Most of our tour is outside so you are advised to wear sturdy footwear, and dress comfortably for the weather conditions on the day (waterproofs if necessary). It is advised to bring a change of footwear, especially if it is wet.

### CAN I CHANGE OR CANCEL MY TOUR BOOKING?

Vineyard tours are non-changeable and non-refundable. You are welcome to give your space(s) to a friend or family member.

### WILL YOU EVER CANCEL A TOUR DUE TO WEATHER?

We would only cancel a tour in the event of extreme weather. In this scenario, we would contact you in advance.



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### CAN I BRING MY CHILD?

Due to the nature of this event it is open to over 18's only.

### REDEEMING VOUCHERS

To book your tour using a voucher, please visit our 'REDEEM YOUR VOUCHER' page on our website.

If you have a voucher directly from us, your place will be confirmed as soon as you make the booking using the voucher.

If you're using a Virgin Experience voucher, your booking will be provisional until the provider confirms that you have provided the correct information. Once confirmed, you will receive a second email to confirm your booking. If the information you provided is incorrect, we will contact you directly to resolve the issue.

### WHAT IS THE BEST TIME OF YEAR TO VISIT THE VINEYARD?

In our opinion, all year round! There is always something different to see out in our vineyards. Whether you see the emergence of budding shoots, a plethora of spring leaves, bunches of grapes, our pickers in action or the leaves starting on their vibrant autumnal displays; our vineyard has a myriad of different faces and we enjoy every single one.

### HOW MUCH WINE WILL I BE DRINKING?

We welcome guests with a glass of our sparkling on arrival. When the Tour progresses to our tasting room you will get to sample at least 3 of our still vintages. As our wine stock is constantly changing, the colour and style of wine will depend on what we have available at the time of your tour.

### CAN I ARRANGE AN EXCLUSIVE TOUR & TASTING

Exclusive tours are available. Please contact the team to arrange your requirements T: 01934 864404. Catering options also available.



WANT TO KNOW MORE?

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