

Terms and Conditions for Vineyard Visits Organised by Vin Sans Fin LLP ('Terms and Conditions')

The following Terms and Conditions constitute the full contract between Vin Sans Fin Education Ltd (trading as 'VSF', 'VSF Wine Education', '尝乐', '尝乐品酒教育', '嚐樂' and '嚐樂品酒教育'), hereinafter referred to as 'we', and any person booking and participating in any of the visits that we organise, hereinafter referred to as 'you' or 'participants', and set out the respective rights and obligations of the parties concerned.

By completing and submitting the Booking Form, you are deemed to have accepted the Terms and Conditions.

A Contract is made between the parties only once full payment is received.

We advise that all participants must be 18 years or older as the visits will involve the consumption of alcoholic products.

We advise that participants should be physically fit enough to be able to get in and out of the vehicle unaided and walk on rough terrain in the vineyards.

Booking and payment

Full payment is due at the time of booking.

We accept payment by cash, bank transfer and card payment through our merchant payment platforms specified at the time of booking, including but not limited to WorldPay.

If full payment is not received, we reserve the right to resell your place of visit.

Your visit is booked once payment is received and you will receive a notification via channels, including but not limited to email or text messages to confirm your booking.

The confirmation notification is your 'ticket' and should be safely kept and made available either in print or digital format for us to check against your booking record on the day of the visit unless the information contained therein is inaccurate, in which case it is your responsibility to clarify with us so that we will be able to make alternative arrangement as far as our resources allow. Information contained in the confirmation notification will be deemed as accurate and forms part of the contract where no communication has been made at least 14 days prior to the date of the visit or within 48 hours after the booking has been made, whichever is later.

We do not accept any responsibility for inability to deliver such notification. If no confirmation notification has been received within 24 hours of booking you must contact us to ensure that your booking has been logged onto our system and request another copy of confirmation notification to be sent to your registered email address/mobile phone number or an email address/mobile phone number otherwise supplied by you upon verification of your identity.

Special requirements

Any dietary requirements, allergies, medical or accessibility requirements must be advised to us in writing a minimum of 14 days in advance of the date of departure so that we can endeavour to accommodate your needs, although we are unable to guarantee that such requests will be catered for nor do we accept any liability for failure to do so.

We take no responsibility where no advice has been received 14 days prior to the date of departure.

We do not accept any responsibility for any food or drink allergies that affect you whilst on the visit.

Refunds and cancellations

The full amount of payment made towards the visit will be refunded for cancellations received in writing to info@vsf.wine at least one calendar month prior to the date of departure, subject to an administration charge amounting to 25% of the full sum of payment refunded.

No refunds will be given for cancellations less than one calendar month from the date of departure but the booking can be transferred to another person nominated by you without charge.

Changes to your visit

Whilst through best endeavours we will try and ensure that we stick to the advertised itinerary, we reserve the right to change it, if necessary, and substitute it with an alternative of similar nature and monetary value.

If due to circumstances beyond our control including but not limited to outbreaks of infectious diseases on or in the surrounding to the vineyards, we reserve the right to alter the advertised itinerary and substitute it with an alternative of similar nature and monetary value.

The minimum number of participants for each tour is 10.

In cases where we have decided to cancel the visit, either because of under subscription or any other reason beyond our control, the full amount of payment made towards the visit will be refunded. We do not accept any liabilities further than the refund of the full cost of the visit as a result of cancellations made by us under any circumstances.

Conduct of tour participants

You accept responsibility for your actions and for any damage or loss caused by you.

Any damage or loss caused by you on the visit will be paid in full by you to the Owner of the vineyard, distillery or coach operator. Failure to do so will render you liable for any future claims including costs and damages that might subsequently be made against you or us.

If, in our judgement, a participant is deemed to be disruptive, drunk or uncontrollable, we will refuse to allow them to continue with the visit, and they will have to make their own way to the originating point of collection at their own expense. No refunds of any nature will be made in these circumstances.

No food or drink is allowed to be consumed on the minibus/coach without the guide/driver's permission.

Pick-up/drop-off

It is your responsibility to arrive at the designated pick-up point at the prescribed time for collection by the visit minibus/coach to start the visit.

Failure to do so will mean a delay, which could mean reduced time spent at each venue on the visit. We will endeavour to accommodate any delay caused by public transport to an extent by which in our view not detrimental to the interest of other participants of the visit. However, in no case shall we accept any responsibility for failure to pick up a participant who has not arrived at the designated pick-up point for any reason.

All times for the itinerary are approximate and the departure time will be dependent on the time required at the various venues as well as traffic. No responsibility is taken for missing of trains or other forms of transport or connecting services.

Miscellaneous

We take no responsibility for any theft, loss or damage to your personal effects or belongings or for injuries to you whilst on the visit caused by you or others on the visit.

Whilst the cost of booking will include a group travel insurance, it is highly advisable that you take out a personal policy that is suitable to your own particular needs. We cannot accept any liabilities or claims arising from the decision by the insurance company to refuse a full or partial compensation to the claimant on any grounds.

We reserve the right to change the price of the visits and offer special deals/discounts as we deem appropriate or necessary for the promotion of our business. No refunds or compensation of any form will be made to a participant who has paid a higher price for the visit, whereas a participant who has paid a discounted price shall also be subject to the Terms and Conditions stated herein and any other additional clauses otherwise attached to the promotional offer.

There is a strict no smoking policy in the vehicles on the visit and inside any of the buildings entered on the visits.

Any issues or complaints should be notified to the guide at the time of occurrence and best endeavours will be made to resolve the issue as soon as possible.

The Terms and Conditions herein are written in the English language and subsequently translated into different variants of the Chinese languages. The English version of the Terms and Conditions shall therefore prevail in case of dispute and discrepancy between different language versions.

The construction, validity and performance of the Contract shall be governed by the laws of England and Wales.

Contact Us

VSF Wine Education

a trading name of Vin Sans Fin Education Ltd

(registered in England and Wales)

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