



290 Wine Castle

Wine Club Membership Info

No fee to join, simply purchase your first set of bottles and your membership is activated!

The 290 Wine Castle Wine Club membership includes:

- Two complimentary glasses of wine (or tastings) twice per month. Complimentary glasses/tastings not redeemed do not roll over to future months. (Can be used all at once if only planning one visit that month).
- Wine bottles discounts: 15% off for 4 bottle members, 20% off for 6 bottle members, & 25% off for 12 bottle members.
- 10% off glasses of wine for 4, 6, and 12 bottle members.
- 5% off cheese boards and pizzas for 4, 6, and 12 bottle members.
- Quarterly curated shipments and accompanying themed events where members enjoy wine paired with food selections and live music. Member passes are \$15 each (so \$30 per couple). Guest passes are \$25 each. Each membership is 2 people. No one under 21 allowed at these events.
- After a year of membership (4 quarters), bring up to 4 people (for 4 bottle members), 6 people (for 6 bottle members), or 8 people (for VIP members) as your guests for complimentary tastings in a private room of your choosing. Cheese and charcuterie tray provided (2 trays for VIP). (Must be used within 30 days of anniversary date).
- Access to our members-only cigar lounge (by reservation preferred).
- Members-only access to our Rooftop and Rooftop Turrets (by reservation preferred).
- \$15 off \$30 purchase or more coupon emailed on their birthday
- Discounts on their stay at The Bentley Hotel on 290 (20% for 6 & 30% for 12 bottle members)
- Discounted shipping rates

Wine Club member must be present for benefits to be redeemed. Offers and discounts are based on availability and are subject to change without notice. There is a Club cancellation fee of \$50 for members



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who have enjoyed any benefits or discounts specific to the Wine Club without having received at least 4 official Wine Club assortments (this is their initial sign-up wine plus 3 more assortments).

We cannot refund any shipping charges pertaining to returned shipments. We also cannot refund a wine shipment charge after we have processed that shipment. **The deadline to make any account changes, including cancellations, is 1 day prior to the processing date.**

We require all membership cancellation requests to be confirmed in writing. This is for their benefit to avoid any confusion or miscommunication. **Please direct membership cancellation requests to wineclub@290winecastle.com.**

We typically provide approximately **6 weeks** to pick up each quarterly shipment (**12 weeks** in the summer due to hot shipping months). If members have not picked up their club wines by the deadline, their wine **will be mailed to the shipping address on file**. If their wines have not been successfully delivered, by 6 weeks following the date we posted the charge for that shipment, we can no longer guarantee that the wines from their original shipment will be available. At that point, they may instead receive a different set of wines from our currently available selection (at the Club discount and quantity level of original shipment). We will subsequently charge or refund the difference in price within 48 hours.

We recommend always having a good shipping address on file, even if they usually elect to pick up their wines (**we do not allow PO Box addresses as the main address on file**). We will make an effort to update a delivery address for a shipment already in transit when requested but cannot guarantee the shipment will successfully be rerouted. If members ever need to update the address for a package in transit, we ask that they contact us (at 512-790-2654 or wineclub@290winecastle.com) as soon as possible in the shipping process. We will post to their account any related charge imposed by UPS to make the update.

We typically charge credit cards for the upcoming quarter **2 weeks before** that quarter's pick-up party. If their card declines, we inform them via phone call, text, and email. They have **2 weeks** to update it or we



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will cancel their membership. If a club member wants to put their membership on hold, they can do so for **up to 2 consecutive quarters** and then must either decide to restart or cancel.

Parties and processing are **always on Sundays**. Quarterly parties are generally in the months of: March-Spring, May-Summer, September-Fall, December-Winter.

All wine club members receive detailed emails at least two weeks before processing that explain: the date their card will be charged, the last date to make club changes (cancel, change address, switch between ship and pickup, select wines-6 & 12 bottle members), the date/time of the party, the deadline to RSVP, the wine assortments we have pre-selected and that quarter's new wine info.

All wine club members receive an email upon signup detailing information on that year's:

- Pick Up Parties (dates/times/RSVP deadlines)
- Quarterly Club Processing (dates/deadlines to switch)
- Special Events (Grape Stomp, Haunted Dungeon, Valentine's, St. Patty's, etc)

This is why having a correct email on file is important 😊

Average Cost of Each Membership

Club Name	Yearly Cost	Avg Cost/Quarter
4 Lords & Ladies-RED	\$ 582.81	\$ 145.70
4 Lords & Ladies-MIX	\$ 530.00	\$ 132.50
4 Lords & Ladies-Sweet	\$ 499.78	\$ 124.95
4 Lords & Ladies-White	\$ 463.74	\$ 115.94
4 Lords & Ladies-Sparkling	\$ 498.81	\$ 124.70
6 Viceroy of the Vines-RED	\$ 886.68	\$ 221.67
6 Viceroy of the Vines-MIX	\$ 769.55	\$ 192.39
12 VIP-RED	\$ 1,662.72	\$ 415.68
12 VIP-MIX	\$ 1,529.79	\$ 382.45