



# 290 Wine Castle

## Wine Club Membership Policies

Hear Ye, Hear Ye! By order of the King & Queen of Chateau de Chasse, all inhabitants of the great state of Texas are hereby invited to join our Wine Club Roundtable. Enjoy the royal ambiance and call the Castle your home. Come enjoy premium wine selections and much, much more.

### 290 Wine Castle Wine Club membership includes:

- Two complimentary tastings twice per month.
- Discounts of 10% for 4 bottle members, 15% for 6 bottle members, and 20% for VIP II members on all glass and bottle purchases
- A flat shipping rate of \$15 on 4 bottle Wine Club shipments, \$20 on 6 bottle Wine Club shipments, and \$20 on all VIP II case purchases.
- Quarterly curated shipments and accompanying themed events where members enjoy complimentary wine paired with food selections. Guest passes are \$25 each, subject to availability.
- After enjoying four shipments, bring up to 4 people (for 4 bottle members), 6 people (for 6 bottle members), or 10 people (for VIP II members) as your guests for complimentary tastings in a private room of your choosing. Cheese and charcuterie tray provided.
- Access to our members-only balcony lounge every Saturday and Sunday.
- Members-only access to our Rooftop Experience and bottle service for up to 6 guests.

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 who have enjoyed any benefits or discounts specific to the Wine Club without having received at least three official Wine Club shipments.

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 10 days prior to the processing date.**

**We require all membership cancellation requests to be confirmed in writing.** This is for your benefit to avoid any confusion or miscommunication. **Please direct membership cancellation requests to [wineclub@290winecastle.com](mailto:wineclub@290winecastle.com).**

We typically provide at least four weeks to pick up each quarterly shipment. Following the last date to pick up wine, we will automatically ship- and charge to the card on file- any remaining wine shipments. (We recommend always having a good shipping 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 you do ever need to update the address for a package in transit, we ask that you contact us (at 512-790-2654 or [wineclub@290winecastle.com](mailto:wineclub@290winecastle.com)) as soon as possible in the shipping process. We will post to your account any related charge imposed by UPS to make the update.



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If you have not picked up your shipment, or if your wines have not been successfully delivered to you, by the time we process the second shipment following the unreceived shipment (e.g. if your spring shipment remains with us when we begin processing the fall shipment), we can no longer promise that the wines from your original shipment will be available. At that point, you may instead receive a set of wines of a comparable price point (with no refunds or additional charges applied). You may alternatively pay for and pick up any combination of available wines (at the Club discount and quantity level of your original shipment) and be refunded the original shipment charge within 48 hours.