



# 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 for 4 and 6 bottle members. Royalty VIP members enjoy up to four complimentary tastings at each visit.
- Discounts of 10% for 4 bottle members, 15% for 6 bottle members, and 20% for Royalty VIPs on all glass and bottle purchases.
- Flat \$15 shipping on 4 and 6 bottle Wine Club shipments and \$20 shipping on Royalty VIP case purchases.
- Quarterly curated Club shipments (for 4 and 6 bottle members) and accompanying themed events where members enjoy complimentary wine paired with food selections. Members of the 4 and 6 bottle clubs receive two and four complimentary passes, respectively. Royalty VIPs receive up to six complimentary passes. Additional guest passes are \$20 each, subject to availability.
- Access to our members-only balcony lounge every Saturday and Sunday.
- Members Only access to our Rooftop Experience. Guided tastings for up to 12 people along with the best views in the Hill Country.
- After completing your first year as a Wine Club member in good standing, you will be royally rewarded during your second year of membership with a tasting experience fit for a king in one of our private rooms. Experience includes tastings and charcuterie for up to 4, 6 or 10 guests, depending on your club membership. Advance reservations required.

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

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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.

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.