

## **Refunds, terms & conditions**

### *Lowe Family Wine Co 'Lowe Tasting Experience'*

The 'Lowe Tasting Experience' booking is confirmed on payment of the full amount at the checkout.

A full refund is available in the case of cancellation 24 hours or more out from your booking date. In the case a refund is necessary please email us at [cellardoor@lowewine.com.au](mailto:cellardoor@lowewine.com.au) with your booking name and a contact phone number so we can organise this for you.

If you do not inform us of a cancellation before this time the full amount of the booking may be retained by Lowe Wines. We understand sometimes circumstances beyond your control may require a change in plans, so any variations to this policy will be at the discretion of the Lowe cellar door team.

We request you inform us as soon as possible if there are changes to your booking numbers or times, and we will attempt to accommodate these changes where possible. However in the case all the desired booking slots are full, we are unable to change your original booking.

If you do not advise us of any delays in your arrival, your booking slot will be held for 10 minutes then may be given to an alternate group. In all instances the seating slot of 1 hour can not be extended when other bookings follow.

We appreciate your understanding of these terms & conditions, and look forward to having you with us here at Lowe Family Wine Co. If you have any further questions please contact us directly on 6372 0800 or [cellardoor@lowewine.com.au](mailto:cellardoor@lowewine.com.au)