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## WINERY & VINEYARDS

### **Roche Winery Wine Club Event Ticket, “No Show,” & Cancellation Policy (effective 10/18/17)**

The Roche family and our winery have implemented a new event and reservation policy for our annual club member events. The new policy has been developed in order to continue offering events to our wonderful and loyal club members without charging high ticket prices.

Roche Winery wine club member events are invitation-only events. Only currently active Roche wine club members (i.e. those members who have purchased the most recent wine club package prior to the event) will receive an invitation.

At the time of providing their RSVP, active Roche wine club members will buy tickets to attend select wine club events including the annual club member events. The ticket is 100% refundable with a minimum purchase. The deposit for the club member and that of his/her guest will be refunded with the purchase of a minimum of one (1) Roche bottle of wine or more at the event. For example, if the club member or his/her guest purchases a bottle or more at the event, then the deposit for both the wine club member and his/her guest will be refunded. Only purchases at the event qualify, purchases before or after the event do not qualify for refund. Wine club payments before or after the event do not qualify for refund. A minimum of one (1) bottle purchased at the event required for refund. All refunds to be issued within 5 business days of the event.

If the winery allows a club member to purchase additional guest tickets (i.e. at \$55 per person, cost varies per event), those tickets are not refundable with purchase. Additionally, they will not be refunded if the guest(s) does not show for the event.

If a customer and/or guest does not show for an event, the ticket will not be refunded. If a customer or his/her guest does not purchase a minimum of one (1) bottle of Roche wine at the event, the event ticket will not be refunded.

Please contact Roche Winery as soon as possible if you need to cancel your RSVP or that of a guest to the wine club event. Cancellation and refund requests will be accommodated only if made a minimum of 72 hours prior to the event. There is limited space available at the Roche Winery wine club events, any available spaces through cancellation will then be made available to other active wine club members or those club members who are on the “wait list” for the event.

The Roche family and our staff thank you for your understanding and for your business.