

WINE ALLIANCE FAQ

WHAT ARE THE BENEFITS OF BECOMING A CRITTENDEN WINE ALLIANCE MEMBER?

- One dozen wines of your choice delivered to your door either twice or four times per year (see "My Wine Club Commitment below" for further information).
- 15% (two dozen club) or 20% (four dozen club) discount on all wine purchases (including your regular club packs as well as any additional purchases you make throughout the year)
- Customise your selection each and every delivery or choose one of our pre-selected packs
- Complimentary delivery to your door
- Receive pre-release vintages and limited wines ahead of the public
- Priority access to The Cellar "Old & Rare"; our museum wine collection
- Invitations to Wine Alliance member events and tastings
- Unlimited complimentary tastings for yourself and 3 guests at the Wine Centre (bookings recommended)
- A VIP tasting for up to ten guests in our Private Tasting Room (once per year – bookings essential). Value \$250

IS THERE A JOINING FEE?

There is no joining fee to become a Crittenden Wine Alliance member. You can cancel your membership at any time by emailing winealliance@crittendenwines.com.au

MY WINE CLUB COMMITMENT

Two dozen club -

A minimum of one dozen wines in each of your two selected delivery seasons (totalling a minimum of two (2) dozen wines annually). Commitment selection delivery season choices:

Summer

Autumn

Winter

Spring

Four dozen club –

A minimum of one dozen wines in each seasonal quarter (totalling a minimum of four (4) dozen wines annually) and delivered in each season listed below:

Summer

Autumn

Winter

Spring

WHAT WINES WILL I RECEIVE IN MY WINE CLUB PACK DELIVERIES?

You choose your own selection of wines, be it a straight 12 bottles of one variety or a mixed dozen. Or choose one of our four pre-selected packs. You are able to change your selection each season. If you are happy with your previous wines for that season you don't need to do a thing.

CAN I UPDATE MY WINES ONLINE?

Yes. The wine selection can be changed through your online account, over the phone or by email. You can choose more than 12 bottles for delivery but it must be a minimum of 12.

CAN I PURCHASE WINE OUTSIDE OF MY REGULAR PACK?

Any additional wine you purchase from us will attract your club discount of either 15 or 20%. You can buy as much wine as you like outside of your regular club deliveries either online (you must login to your membership account to receive your discount), over the phone or in person at the cellar door.

AM I ALLOWED TO COLLECT MY REGULAR CLUB DELIVERY AT A DIFFERENT TIME?

You must have your club delivery sent to you in your nominated season and are unable to collect it at the cellar door at a different time.

WHEN WILL I RECEIVE MY FIRST WINE PACK DELIVERY AFTER SIGNING UP?

You will receive your first pack of wine in the next season that you nominated. For example, if you sign up to the two dozen club in October, and choose summer and winter to receive your mail packs, your first pack of wine will arrive in December.

HOW WILL I KNOW MY CREDIT CARD WILL BE CHARGED?

Each time you are due to receive a pack of wine we will email you approximately ten days prior to your credit card is being charged. This will allow you time to update your wine selection, along with your credit card and delivery details should anything need changing.

WHERE CAN I FIND INFORMATION ON THE WINE VARIETALS AND TASTING NOTES?

You can find tasting notes and current vintage releases at www.crittendenwines.com.au/Buy-Wine.

WHEN DO MY BENEFITS START?

If you are at the cellar door and sign up there you are able to receive discounts on wine purchased straight away. If you sign up online there will be a processing period before discounts are able to be applied.

CAN I CANCEL OR PAUSE MY WINE CLUB MEMBERSHIP?

Cancellation requests must be received by email – winealliance@crittendenwines.com.au

Wine club memberships can be placed on hold by emailing Kerry at the above email address. You are able to skip one season per annum and still retain your club benefits.

IF I DO NOT REPLY TO THE EMAIL NOTIFICATION FOR MY UPCOMING DELIVERY WILL I BE CHARGED FOR AND SENT WINE?

Yes. We will use the selection that's stored on the system and process using your provided payment details on or around the date specified in the email.

HOW ARE MY CREDIT CARD DETAILS STORED?

Our software that hosts our club, website and Point of sale is Wine Direct. Wine Direct has Payment Card Industry Data Security Standard (PCI DSS) Service Provider Level 1 Compliance. PCI-DSS [Payment Card Industry Data Security Standard] is the global data security standard that any business of any size must adhere to in order to accept payment cards, and to store, process, and/or transmit cardholder data. Businesses must perform regular scans to ensure their ongoing adherence to PCI compliance standards. For more information please see the following resources:

PCI Compliance Standards Council: <https://www.pcisecuritystandards.org>

ComplianceGuide.org: <https://www.pcicomplianceguide.org/pci-faqs-2/>

WHAT HAPPENS IF A WINE I HAVE CHOSEN FOR MY PACK RUNS OUT?

There are times when we might run out of a particular wine before the next vintage is available, or that a wine we once made is no longer produced. This might be due to fruit supply or for another reason. When this occurs we will contact you to discuss other options. If we are unable to get a hold of you or if you don't tell us what to replace it with, we will choose another wine to put in your pack.

ARE ALL WINES DISCOUNTED?

No. The NV Macvin attracts a 10% discount rather than normal club discounts.

IS MERCHANDISE AVAILABLE AT THE CELLAR DOOR DISCOUNTED?

No. Only wine from the Crittenden Wine Centre attracts discounts. If you dine at the restaurant you will pay full restaurant prices as this is a separate business.

I'D LIKE TO SPEAK WITH SOMEONE ABOUT MY MEMBERSHIP

We understand! We have a dedicated Wine Alliance Club Manager on staff who works solely on our club 3 days per week. Kerry loves to hear from members! No request is too big or too small. You can reach her on 03 5987 3800 or email winealliance@crittendenwines.com.au