

## Friends Wine Club Terms of Use

1. Persons must be aged 18 and over to purchase. By purchasing, you are confirming that you are 18 or older. It is illegal for us to sell alcohol to anyone under the age of 18.
2. You can purchase the 'Wine Club' annually online. Purchasing and subscribing to the 'Wine Club' means we will automatically send you your cases of wine in June, September, January and April, subject to availability.
3. You can cancel your purchase within 14 days. You will not be charged for cancellation and you can re-purchase at any time following your cancellation, but we reserve the right not to permit re-purchase where we have previously terminated your purchase.
4. We will email you before each case is due, and you can skip or make changes by the cut-off date in 'your case is ready' email if the order or the timing of the order is not right.
5. We cannot guarantee the availability of a specific product and case of wine and reserve the right to substitute with a similar product should a product be unavailable. You will of course be notified.
6. We reserve the right to cancel any orders we cannot fulfil for any reason. If your order is cancelled, we will contact you to explain why and refund you any payment you have paid us for that order.
7. We will provide a full refund or replacement for any damaged or faulty wines provided such damage or fault is not caused by you. This does not affect your legal rights.
8. Customers purchasing products for business or commercial use or for resale purposes are not permitted to use this service. Any customer found to be doing so will have their purchase cancelled.
9. The 20% discount on our wines with your 'Wine Club' membership cannot be used in conjunction with any other offers or promotions.
10. Wine Club Benefits - Special conditions relating to "Wine Club Benefits" are for the person who purchased the Wine club membership only and not transferable.
11. Cancelling your membership results in deactivation of your benefits. We reserve the right to request products (wine or event tickets) to be sent back if you cancel your purchase.
12. To claim your two free tickets to one of our public tours and tastings, check the dates from our website and email [info@tuffonhall.co.uk](mailto:info@tuffonhall.co.uk) to book your place.
13. To claim your two free jazz tickets email [info@tuffonhall.co.uk](mailto:info@tuffonhall.co.uk) and we will add you to the guest list.
14. To claim you 25% off a staycation in one of our glamping pods, email [stay@tuffonhall.co.uk](mailto:stay@tuffonhall.co.uk) directly enquire about direct booking prices. Prices are based on a nightly rate, with a minimum of 2 nights stay. Discounts are not available through third parties. Subject to availability.
15. Wine prices may be subject to change.
16. We reserve the right to amend these terms if necessary, including but not limited to if there is a change in any applicable law, changes in the cost of us providing our services, or any other reason that makes such change necessary.