

### **General**

There is no membership fee. New Signature Club members commit to receiving at least four (4) shipments of Vina Robles wines per year. One (1) membership includes benefits for two (2) people.

Members (or gift recipients) must be twenty-one (21) years of age or older and understand that upon delivery, an adult signature is required and packages will not be left at the door.

### **Discounts & Benefits**

Signature Club members receive four (4) wine shipments per year conveniently delivered to a home or business address of their choosing. Other benefits include priority access to Vina Robles Estate Series, Limited Estate Collection, and Specialty Wines, complimentary tastings at the Vina Robles Hospitality Center for member and up to four (4) guests (six (6) people total), invitations to exclusive club events, dinners and parties, as well as discounts on hotel stays, transportation, golf, and entertainment. A full list of current discounts and benefits can be found in the Signature Wine Club section at [www.vinarobles.com](http://www.vinarobles.com).

Members must be active and in good standing to take advantage of Signature Club benefits and privileges. To be considered in good standing, all charges for Wine Club shipments must be current and the latest shipment paid in full within sixty (60) days from the time of shipment—unless otherwise arranged in writing with the Vina Robles Wine Club Administrator.

Wine Club discounts and benefits are exclusive to the person(s) named on the account.

### **Shipments**

Signature Club members will receive four (4) shipments of three (3), six (6) or twelve (12) bottles each—depending on the membership level. New members who join between shipments will receive the most recent selection, then continue with the next regular shipment. A new member is considered active after receiving their first shipment.

Vina Robles ships during the cooler months only, usually early February, early April, late September and early December, in order to avoid heat damage to the wines. Vina Robles will only ship to states where not prohibited by law. A current list of ship-to states can be found in the online shop at [www.vinarobles.com](http://www.vinarobles.com).

### **Costs**

Each shipment price is calculated on the basis of the actual cost of content and freight, and automatically charged to the member's credit card on file. The member understands that s/he is responsible for all costs incurred if a wine shipment is returned to the winery, has to be reshipped, or is not picked up.

### **Return or Rerouting of Packages**

Generally three (3) delivery attempts will be made before a package is considered undeliverable and returned to the winery. When a package is returned (or rerouted to a new address), the member is charged a fee to cover incurred carrier charges. Members are encouraged to avoid this situation by ensuring that Wine Club shipments are delivered to an address where someone **over twenty-one (21) years of age** is available sign for the package, or have it held at the carrier's closest center for pick up.

If a delivery attempt is missed, the package can be rerouted to an alternate address via an email to [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or a call to the Wine Club team at 805-227-4812 ext. 246.

## **Billing**

Signature Wine Club shipments are billed to each member's credit card on file in/near the months of February, April, September and December. An e-mail is sent prior to billing that announces the approximate day credit cards will be charged, as well as the planned ship date. All wines will be available for pick-up at the Vina Robles Hospitality Center approximately one (1) day after credit cards are charged. Weather permitting, shipping will take place between seven (7) and fourteen (14) days after credit cards are charged.

## **Pick-up at Hospitality Center Option**

This option is available for Signature Club members who wish to pick up shipments at the Vina Robles Hospitality Center rather than having them shipped. These members receive an e-mail notification when wines are ready to be picked up.

*Note: All wines must be picked up within sixty (60) days of the billing date. If wines are not picked up within this timeframe, they are shipped to the member and applicable shipping fees are charged to the credit card on file.*

Shipments requested to be held for more than 60 days may incur a \$20.00 a month storage fee, beginning the first day following the 60 day published cutoff date.

## **Returns and Exchanges**

Vina Robles is unable to accept returns on wines included in Signature Wine Club shipments, due to legal constraints. Exchanges will be considered however, in the rare case of a flawed product or damage during shipping. If available, the damaged product will be replaced with the same wine. If not, it will be replaced with one of the same or similar value.

## **Events**

Members are afforded the option of an RSVP online or a phone call to the Hospitality Center to make reservations to attend Vina Robles events.

In the case of an unavoidable cancellation, it is requested that members notify the Concierge at least twenty-four (24) hours in advance at 805-227-4812, option 1 or [concierge@vinarobles.com](mailto:concierge@vinarobles.com).

In the case of a no-show, a **twenty-five dollar (\$25) fee per guest** will be charged to the member's credit card on file.

## **Opt-Out Option**

Members who have received at least four (4) shipments are able to Opt-Out of one shipment per year while still maintaining the benefits of membership. Requests may be emailed to [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com).

## **On Hold**

Signature membership may be placed On Hold indefinitely if needed for travel, relocation, health issues and/or financial reasons. While membership benefits will be suspended, the membership start date will be maintained and the associated preferred benefits for longtime members will be honored.

**Cancellations**

Signature Club memberships may be cancelled any time **after receiving at least four shipments**. Changes and cancellations to membership records must be made in writing by e-mail to [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or U.S. mail to P.O. Box 699, Paso Robles, CA 93447 **thirty (30) days prior to the next scheduled shipment**.

**Contact**

The Vina Robles Wine Club Team can be reached at [wineclub@vinarobles.com](mailto:wineclub@vinarobles.com) or 805-227-4812, option 1.