



Guest safety and comfort is our first consideration, as is providing an exceptional Wine Country Experience. By reserving, whether on-line or by phone, we are committing our vehicle and securing winery appointments, which are prepaid by Okanagan Wine Country Tours. Winery experiences may be substituted without notice due to availability.

Group/Public tours may be cancelled 7 days in advance for a full refund, less a 20% processing fee. This fee includes the non-refundable on-line booking fee. You may also choose to change the booking date without penalty, subject to availability.

Private Tours and Bachelorette or Groups require 14 days advance notice for refund, less processing fee.

Payment is completed during the booking process. OWCT accepts Visa, MasterCard and E-Transfer

Gratuities are gratefully accepted by your guide. Groups of six or larger, Bachelorette Groups and Private Experience reservations are subject to a 18% gratuity.

TASTING/TOUR FEES

Okanagan Wine Country Tours provides total transparency with our tour fees. Tastings/Tours are included. Should you choose a premium or icewine tasting which has not been arranged in advance you will be responsible for the additional charge

MEALS

When reserving a tour which includes a lunch/dinner option please note **the cost of meals/wine are not included.** Okanagan Wine Country Tours will coordinate with restaurants to secure reservation, guests have opportunity to order a la carte and settle payment with dining room directly. While we will note allergies and dining restrictions, you will be expected to communicate this directly with your server on arrival.

WE ASK OF YOU

To keep the experience a positive one for yourself, other guests and your guide we ask that you agree to the following.

NO ALCOHOL is permitted to be opened or consumed in tour vehicles. We encourage you to purchase wine during your tour, but you are not permitted to consume in vehicle. Okanagan Wine Country Tours has a zero-tolerance policy in this regard.

NO SMOKING is permitted in vehicle. We also request you refrain from vaping or any cannabis use.

Bachelorette/Bachelor Groups

Please note that many wineries do not allow banners, balloons, veils, sashes, feather boas or t-shirts with questionable print. To ensure that your group has the most awesome day possible please discuss any of the above with us in advance.

THE FINE PRINT

Okanagan Wine Country Tours as well as our winery/culinary partners reserve the right to refuse service to any guest due to misconduct. This may include inebriation, abusive or disruptive behaviour. Guest (s) will be asked to leave the tour immediately and be responsible for return, separate transportation to accommodation.

We are not responsible for any lost or misplaced objects.