

TERMS & CONDITIONS

Please read the following Terms and Conditions as they contain important information relating to the proper use of this website www.tamarvalleyvineyard.co.uk. By accessing this website and using any of its features you agree to be bound to these Terms and Conditions.

Security

Your security is of the highest importance to Tamar Valley Vineyard. See our privacy policy for more details on how we use and store your personal information.

No payment details are recorded or stored by Tamar Valley Vineyard and any payments received are done so using Square, a 100% secure and purchase safe system.

Privacy

In order to protect your right to privacy, we promise to never sell, distribute or lease your information to any third party. We may simply use the information you have provided to send you information which we think may be of interest to you. This includes updates, news and information regarding Tamar Valley Vineyard, as well as special offers and deals.

You may unsubscribe at any time, simply by unsubscribing from any email you receive or by contacting us at <mailto:office@tamarvalleyvineyard.co.uk>

We adhere to all UK regulations including the **General Data Protection Regulation (GDPR)** (Regulation (EU) 2016/679).

Products

All items are subject to availability. If in the event that a product has been purchased through the website, which is actually unavailable you will be informed as soon as possible. You will be offered a full refund for that item or given the option to wait for that product or a similar product to become available. If replaced with an item with a higher value the remaining balance must still be paid in full.

Tamar Valley Vineyard reserves the right to adjust the prices of its products without warning.

Payments

We will retrieve payment using Square. We, therefore, accept Visa, Mastercard, American Express, Discover, JCB and more. Once payment has been taken the products(s) will be dispatched. If you change your

mind, please make us aware before dispatch has taken place. Once dispatched this cannot be changed.

Delivery

We use a courier (Parcel Force) to dispatch our products to you and this cost will be paid at checkout. Breakable items such as the glass bottles will be packaged using protective packaging during transit. Delivery periods may vary depending on destination as well as external factors such as courier issues or adverse weather conditions.

Please note that although every effort will be made to ensure the safe delivery of your orders, Tamar Valley Vineyard will not be held liable for damaged items once with the courier. However, please do contact us as we will endeavour to resolve any issues with the courier as quickly as possible.

On delivery by the courier, we recommend checking your parcel(s) thoroughly before signing for it. Any issues with your order must be reported to Tamar Valley Vineyard within 7 days.

Click + Collect

When using our click + collect service we will ensure your order is packed up and ready as soon as possible. We will liaise with you to let you know when it is ready for collection.

Returns

If you are not happy with the product(s) you have received, please notify Tamar Valley Vineyard within 7 days by emailing office@tamarvalleyvineyard.co.uk or calling 07881917252. We will endeavour to resolve any issues with delivery with the courier. Any issues with the products themselves will be resolved as soon as possible. Where a refund is applicable, this will be made as soon as returned products are received by courier.

Age

By purchasing products through [Tamar Valley Vineyard](#) you are confirming that you are 18+ years of age. Please ensure that there will be someone 18+ years old available to sign upon delivery.

Tours and Special Events

If you have booked and paid for a tour, tasting or entry to an event which is later cancelled by Tamar Valley Vineyard, you will be offered a full refund or given the option to rearrange where possible. (Subject to availability)

Failure to attend a tour, tasting or event by your own choice will not receive a refund. If you need to rearrange a tour or tasting, please get in

touch 48 hours prior to your tour and we will do our best to accommodate any changes.

Each Tour Voucher will clearly state an expiry date. This is usually one year from the purchase date, although we recommend redeeming vouchers within the summer months to see the vineyard in all its glory. Please bring along your 'order confirmation' if bought online as proof of purchase.

Please note when purchasing a Tour that Tamar Valley Vineyard is situated on a hillside which can be relatively steep in places. Wheelchair access is limited due to the terrain and can be made more difficult in periods of bad weather. Please phone ahead before booking and we will endeavour to make your visit as perfect as possible. The Vineyard is a working agricultural site, please follow the signs on site and instructions of your host. Visitors are advised to bring appropriate footwear and clothing, such as wellington boots and a coat. Tamar Valley Vineyard will not accept responsibility for any damages or injuries as a result of inappropriate attire.

Copyrights

Unless we clearly give permission on this website or on paper, no part of this site and its original content may be copied, republished, or broadcast in any way. This includes any information, photographs, images, logos and its functionality.

The Tamar Valley Vineyard logo belongs to Tamar Valley Vineyard.

Links

From time to time we may provide links to other website that we think may be of interest to the user. We cannot be held liable for these websites and visiting these sites will be done so at your own risk.

Accuracy

Whilst every effort has been made to make the content of this website accurate, no liability or responsibilities will be accepted for errors of any sort. However, we would appreciate any errors to be kindly pointed out so they can be resolved.

Limitations

Although every possible effort is made to ensure this website is safe, Tamar Valley Vineyard does not accept any liability for your visit. We cannot guarantee that this site is virus free or that it has not been tampered with by third parties.

No warranties are provided with this website whatsoever and access to this website is at the risk of the user. Tamar Valley Vineyard will is not

liable for any damages relating to this website. It is advised that on experiencing any problems, the user closes the site and stops using it.

Changes to these Terms and Conditions

Tamar Valley Vineyard reserves the right to make changes to these Terms and Conditions at any time. It is advised that the user regularly reviews these Terms and Conditions to keep up to date. Your continued use of this website confirms you agree to any changes. If you do not agree with any changes, you must stop using the site.

Complaints

Our aim at Tamar Valley Vineyard is to provide the very best customer experience. If at any point you feel that we have let you down, please do not hesitate to let us know by emailing us. Our details can be found below. We will endeavour to resolve any issues as quickly as possible.

Contact us

If you have any questions regarding these Terms and Conditions please contact <mailto:office@tamarvalleyvineyard.co.uk>.