

SIRROMET

Terms and Conditions

Tour & Tasting

1. In accordance with Australian Law, Sirromet Winery Tour Guides have the right of refusal for persons under the age of 18 years to participate in wine tasting aspect of the Sirromet Winery Tour and Tasting.
2. Sirromet Wines and its representatives reserve the right to accept or refuse an unduly intoxicated person as a participant of a Sirromet Wines winery tour.
3. Sirromet Wines is a working winery – please be careful of the following as you move through the winery;
 - a. Mind your head
 - b. Wet floors
 - c. Electrical cables
 - d. Hoses
 - e. Drains and equipment
 - f. All participants are requested to remain with the tour guide at all times
 - g. Parents and/or Guardians please keep your children with you throughout the tour
4. Please do not touch any valves and please ensure any children in your care do not touch any valves.
5. There are security cameras all through the winery, please be discouraged from taking 'souvenirs'.
6. For health and safety reasons all participants taking the Sirromet Winery Tour must wear fully enclosed, flat shoes. Ladies' high heel shoes are not permitted on the tour.
7. Sirromet Winery and its representatives shall not be liable for any injury, damage, loss, accident, delay or irregularity, liability or expense to person or property.
8. The Sirromet Winery Tour is a tour of a real, working winery. Due to the seasonal nature of this production facility, we cannot guarantee that all sections will be operating or accessible during your tour. Please note that access may be restricted during harvest time each year.
9. Sirromet Wine Tours and/or any associated companies assume no responsibility for loss, injury, sickness, damage, delay or irregularity that may be caused or arising during any tour under its management, sponsorship, procurement or otherwise.
10. Persons causing a nuisance to others may be removed from the tour. Sirromet will not be liable for any expense incurred should this occur.
11. Individuals are responsible for any damage inflicted on at the winery.
12. We accept no responsibility for lost or stolen property.
13. If an online booking has been purchased via gift voucher, any kind of redeemable coupon from a third-party site, the voucher is deemed as 'used' at the point of sale. If a cancellation occurs more than 7 days prior to the booking, the voucher will not be refunded however the customer may reschedule the booking.
14. Changes to bookings made via coupons or vouchers from a third-party site under 7 days will have to pay a rebooking fee.
15. Cancellations within 48 hours of departure are charged 50% of tour cost.
16. Cancellations within 24 hours, or failure to notify, will forfeit full price of the Tour & Tasting experience, and any vouchers will be deemed as 'used'.
17. All cancellations must be made in writing and emailed to tourism@sirromet.com.
18. Sirromet reserves the right to cancel or reroute any tour due to acts of nature, production, insufficient number of participants or unforeseen circumstances that would hinder our ability to run a tour. If Sirromet is unable to provide you with another tour that is satisfactory, all moneys paid will be refunded and shall constitute full settlement with you. Sirromet is not responsible for any additional expenses that may be incurred by a guest in relation to a cancelled tour.