



## Welcome to the TIGHTROPE WINE CLUB

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Our Wine Club has three package choices to suit your preference. Each package contains 12 bottles of wine, specifically selected by our Winemaker from exclusive, pre-release and top-quality offerings. Subscription packages are sent each Spring & Fall to total only 24 bottles per calendar year.

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### Tightrope Wine Club Benefits:

- Award-winning, sustainably certified wines delivered direct to your door
- 2 shipments of 12 bottles each featuring a selection from our entire portfolio of red, white & rosé wines. One in the Spring and one in the Fall.
- 10% discount off all wine purchases: in the Wine Shop or online
- 50% off shipping of 6 bottles or more
  - Or best rate. For example if we are running a promotion of FREE SHIPPING on website you will also get free shipping
- Free shipping on orders of two cases (24 bottles) or more
- Complimentary tastings. Reservations recommended
- 50% off our Estate Tasting & Tour experience. Reservations required in advance.
- Ability to customize your selections through our website before each shipment. Some restrictions apply.
- Access to pre-release, flight, library & large format wines not available to anyone else
- Invitations to private events at the winery and elsewhere
- Referral Bonus: if a friend or family member joins our wine club and lists you at the time of sign up, you will receive a \$50 Gift Card redeemable at the winery or online once they have received their first 2 shipments
- Club member online account with tasting notes and exclusive cellar access
- Personal wine recommendations
- No membership fees or costs to join
- **Minimum commitment 24 bottles**
- You are welcome to skip a shipment or place your membership on hold for up to 6 months at a time while retaining member benefits

We are always here to help. Please contact us at [wineclub@tightropewinery.ca](mailto:wineclub@tightropewinery.ca)  
or 778-476-7673 if you ever have any questions or need assistance.

**A journey of balance, skill and experience, one step at a time.**

## RULES AND RESTRICTIONS

- Email notification and package details will be sent prior to the upcoming wine club shipment.
- The Spring & Summer Wine Club Packages are automatically charged to your credit card, approximately 5-10 days prior to wine shipment. At that time they will be automatically shipped to members.
- Membership is a minimum period of two shipments with automatic renewal. Membership may be cancelled after the two shipments but must be 30 days prior to the wine club shipping date. Members can cancel by signing into their account or sending an email to [wineclub@tightropewinery.ca](mailto:wineclub@tightropewinery.ca). If your cancellation notification is received after the 30 day time period, your cancellation request will be applied to the following shipment

X

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- Wine Club members are responsible for letting Tightrope Winery know if they want to make any changes to the selections as emailed, skip a shipment, or cancel their membership. No reply to a wine club email will be received as accepting the package as detailed.
- Wine Club Members are further responsible for address changes which may be done through your account. The winery must be contacted a minimum of 14 days in advance of shipment otherwise rerouting charges will be charged.

## SHIPPING DETAILS

- All wine club shipments are shipped via Courier or Canada Post ground service. A tracking number will be sent via email to track your package online. PO Boxes can only be shipped via Canada Post.
- An adult (19+) signature is required for all wine deliveries. Packages that contain alcohol cannot be left without a signature. We do recommend a place of business to ensure there is someone there to sign for the delivery during business hours.
- Delivery will be attempted once. If you are not home, they will leave a door knocker with the tracking number and instructions for picking up your shipment at their nearest depot. Re-delivery attempts can be arranged through the winery, extra shipping charges may apply.
- A \$15 re-route charge may be applicable if a secondary address re-route is required after packages have been shipped or after the deadline for providing updates for Wine Club Shipments
- It is Tightrope Winery's policy to ship only when weather permits as we want your wines to arrive in perfect condition. We do not ship during extreme heat (temperatures over 30C) or extreme cold (temperatures below -10). We will advise if your package is delayed due to weather, and give you the option to purchase heated or cooled service if you wish to not wait for your wine.
- Ground shipping generally takes 2-3 business days for BC & AB locations and 3-7 days for the rest of Canada.

X

Print Name

X

Signature

X

Tasting Room Associate

X

Date