



## EVENTS: FREQUENTLY ASKED QUESTIONS

### WHAT DOES MY TICKET GET ME?

Your ticket allows you to enjoy:

- A food & wine sample pairing at each winery
- Wine tasting each winery. This is usually 3-6 tastes (their usual flight).
- A great gift!
- A booklet containing all of the recipes of the foods you'll be tasting
- A Lake Erie Wine Country wine glass to use for tastings during the event
- A \$5 voucher to use at any winery or at certain restaurants designated on the back of the voucher

### HOW WILL I GET MY TICKETS?

When you purchase your tickets, you will see a drop down menu to the right of the first winery on the list with 1 – 6 choices for PICK-UP wineries. You choose the winery at which you will go during the event to pick up your TICKET and your gift bag. **Tickets will not be mailed to you.**

### WHY ARE YOU CHARGING SALES TAX WHEN YOU DIDN'T A COUPLE OF YEARS AGO?

The state of New York has spoken, and by law we are to charge sales tax on event tickets. We did not know this in previous years.

### WHY DOES MY PAYPAL RECEIPT SAY I WAS CHARGED A "SHIPPING" CHARGE WHEN THE TICKETS ARE NOT BEING SHIPPED?

It actually says "Shipping and Handling." PayPal will not let us take the word "shipping" off the receipts. The \$1 charge is a handling fee, not a shipping fee. **Tickets will not be shipped or mailed.**

### IS TRANSPORTATION PROVIDED?

No. Ticket holders provide their own transportation and choose their own itinerary, visiting the wineries in any order. (After they pick up their ticket at their host/pick-up winery.)

### ARE THERE SHUTTLES SERVICES TO GET ME FROM WINERY TO WINERY?

No, but you can find some great limo services on our website at: <http://lakeeriewinecountry.org/transportation>

### CAN I EXPECT EACH WINERY TO PROVIDE FOOD SAMPLES THAT MEET MY EXACT DIETARY NEEDS?

No.

### WILL MY TICKETS BE MAILED TO ME?

No. Tickets are not mailed. You will pick them up at your chosen host/pick-up winery during the event.

### CAN I CHANGE MY PICK UP (HOST) WINERY AFTER I PURCHASE MY TICKETS?

No, you cannot change your host winery. For this reason, we ask that you please ask your friends/traveling companions where they are picking up their tickets BEFORE you select your pick up (host) winery and purchase your tickets.

**WHEN I WENT TO PURCHASE MY TICKETS, THE HOST WINERY I WANTED WAS NO LONGER THERE. WHAT DO I DO?**

There are 6 host wineries for each event. When a winery becomes "full," it will disappear from the drop-down menu and you will not be able to select it. Pick-up wineries are offered on a first-come, first-served basis, so if you get your tickets late, you will have to select one of the remaining wineries. **These can't be changed after the fact, so please make sure you know where your friends are going to pick up their tickets BEFORE you order.**

**I AM BRINGING A FRIEND/DRIVER WHO DOESN'T DRINK WINE. CAN THEY GET A TICKET?**

Yes! DESIGNATED DRIVER TICKETS are available for \$20 and include everything except the wine tastings. A non-alcoholic beverage will be provided for them.

**CAN I GET A REFUND IF I DECIDE NOT TO COME TO THE EVENT?**

SORRY, **NO REFUNDS**; but tickets are transferable to other people for the same event.

**WHAT IF THE EVENT IS CANCELLED?**

Our events will never be cancelled.

**I AM ATTENDING THE EVENT WITH A BIG GROUP. DO WE NEED SPECIAL RESERVATIONS?**

Yes. All wineries ask that you call AT LEAST 2-3 days or more ahead of time and make a reservation for groups of 8 or more. Also, please call them to confirm your arrival when you are on your way. Please see our Large Group Policy here: <http://lakeeriewinecountry.org/uploads/news/pdf/Bus%20and%20Limousine%20Guidelines%20-%20LEWC%20final%20PDF.pdf>

*Traveling with really large groups on Event Saturdays is **not** recommended. (Most of our wineries are simply too small and too crowded on Event Saturdays, and it is very difficult for them to make room for huge groups on short notice.)*

**HOW MANY WINERIES ARE PARTICIPATING IN THIS EVENT?**

ALL 22 WINERIES are participating in this event.

**WHAT ARE THE HOURS FOR THIS EVENT?**

EVENT HOURS: Friday 12 - 5 p.m., Saturday, 10 a.m. – 5 p.m. & Sunday 10 a.m. - 5 p.m.

**IS MY TICKET GOOD FOR ONE OF THE 3 DAYS, OR FOR ALL 3 DAYS?**

One "regular" \$38 tickets is good for all 3 days. The \$20 Designated Driver ticket is also good for all 3 days. The \$28 Friday and/or Sunday ONLY ticket is good for Friday and/or Sunday, but not Saturday.

**WHATS THE DIFFERENCE BETWEEN THE \$38 TICKET AND THE \$28 TICKET?**

The \$38 ticket is good for all three days. The \$28 ticket is good for Friday and/or Sunday only—they are not valid on Saturday. (We offer this to thin out the Saturday crowds.)

**WILL YOU BE MAILING MY TICKETS TO ME?**

No. You will pick up your ticket and gift bag at the winery you designated when you purchased your ticket.

**THEN WHY DOES MY PAYPAL RECIEPT SAY I WAS CHARGED A \$1 SHIPPING FEE?**

It says "Shipping AND Handling." They will not let us remove the word "shipping." The fee is for handling.

**CAN I PURCHASE TICKETS THE WEEKEND OF THE EVENT?**

Most likely, no. Our events are very popular and we have been selling out 2-3 weeks before the event. Please purchase your tickets early.