

# Clif Family Winery Virtual Tasting FAQ



CLIF FAMILY  
WINE · FOOD · FARMING

## CHOOSING YOUR VIRTUAL TASTING

### Why choose Clif Family to host your virtual experience?

We know that you have many choices when choosing your virtual event partner, and we appreciate that you are considering Clif Family. Here's what our customers say sets Clif Family apart:

- ***“The process of booking, shipping, and hosting a meeting has never been easier.”*** After hosting over 600 virtual events, we have streamlined the booking process. We handle all the details so that you can enjoy the event.
- ***“Making it a wine and food pairing experience really took it to the next level.”*** Our virtual tasting experiences include artisan food pairings for each wine, allowing for a dynamic discussion of how wine and food interact.
- ***“Our Wine Educator was knowledgeable, friendly and energetic...the entire team had a great time!”*** Our Clif Family Wine Educators know just how to engage your group to ensure that everyone enjoys the event.

### Which experience would be best for my group?

Each of our experiences can be enjoyed by groups of all sizes and varied levels of wine knowledge.

- Napa Valley Adventure (3 wines + 3 foods, 45-60min) is our most popular experience and provides an overview of what our famous region has to offer.
- Taste of Napa Valley (2 wines + 2 foods, 30-45min) is a shortened version of the Napa Valley Adventure, great for happy hour or team building.
- King of the Mountain (3 wines + 3 foods, 45-60min) focuses on our cellar-worthy, estate red wines, perfect for a special occasion or to impress a wine connoisseur.

We also offer a variety of seasonal offerings. We'd love to learn more about your group and assist you in choosing the right experience.

### What's included in the tasting kit? Is there enough for a couple to share?

All of our wines are shipped in 750ml bottles (standard wine bottles). There is plenty to share and there's no additional cost to include spouses or roommates at your event. Just let your attendees know if significant others or household members are welcome to join.

It's likely that you and your attendees will have some wine left after the event to enjoy for a few days. Here's how to make your wine last:

- Re-cork or re-close with screw top.
- Best to keep wine in a cool location out of the sun, do not refrigerate.
- Both white and red wines can be enjoyed for several days following.
- Or, add on a set of Repour Wine Savers (\$10 per 4-pack) to make the wine last even longer after the event.

The food pairings included in each kit come from our own line of artisan food products. They may include Savory Nut Mixes, Dark Chocolates, Honey Spreads, Preserves or Marmalades. Visit [blog.cliffamily.com](http://blog.cliffamily.com) for recipes designed by our Executive Chef John McConnell using these food products.

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## RESERVING YOUR DATE & PLACING YOUR ORDER

### Why do you require a 3-week lead time?

We require a signed agreement, payment in full, and all recipient addresses on file at least 3 weeks before your event date so that we can ensure that your order is processed, hand-packed, shipped, and delivered before your event date. We don't want you to face the headache of having to reschedule your event in the case of a weather delay or other unforeseen circumstance.

### Why do I have to sign an event agreement?

Just like the "old days" where you signed an agreement for an in-person event, we want to ensure that we're aligned on all of the details of your event. With the agreement & deposit on file, your date is reserved, and we've confirmed that a Wine Educator is reserved for your event.

## SHIPPING TO EVENT ATTENDEES

### Where can you ship?

We can ship to most states in the US. A few exceptions to note:

- Due to state law, we cannot ship wine to the following states: KY, UT, MS, RI, DE, AR.
- We cannot ship wine directly to recipients in AL, but we can ship to a local ABC store for pick-up.
- Shipments to AK and HI are not eligible for the flat-rate shipping fees.
- Since wine deliveries require a signature, we are unable to ship wine to PO boxes.

If one of your attendees is in a state where we cannot ship wine, we can explore the following options:

- A non-alcoholic Fruit Shrub kit
- A food only kit

We cannot ship internationally.

### Will I receive tracking information?

We will send you the tracking information for all of your recipients. We strongly recommend that you share this information with all attendees, as someone aged 21+ must be available to sign for packages containing wine.

### Why is a signature required? What if one of my recipients misses the delivery?

Since it is alcohol, an in-person signature of someone 21 years of age or older is required at delivery. Sometimes a government issued ID card will also be checked at the time of delivery.

If you miss a delivery, another attempt will be made on the next business day. FedEx will attempt 3 deliveries before they will return the package to us. If your recipient knows that they may not be available to sign for the delivery, we strongly recommend that they contact FedEx and arrange for their package to be held for a local pick-up.

Best practices to ensure that all of your packages are delivered in a timely manner include:

- Share tracking numbers with all of your recipients so that they know when to expect their delivery.
- Provide cell phone numbers for all attendees. FedEx may contact the recipient if they experience difficulty delivering the shipment.

### What if I need to make an address change?

If you need to make an address change for any reason, please reach out to us to make the correction.

- **Reroute:** We can reroute your package, but only within the same state as the original address. We will bill you for the \$15 FedEx Reroute Fee. There may be delivery delays.
- **Recall:** If the new address is in a different state, we will recall the original package and ship a new kit to the attendee. We will bill you for any recall fees and the shipping fee for the new package.

## EVENT PAYMENT

### What forms of payment are accepted?

We accept all major credit cards.

### What's the payment schedule?

Your card will be charged for the 50% deposit upon signing the event agreement. The remaining balance will be charged once the addresses are received, as we prep your order for shipping.

### Can I tip my Wine Educator?

Gratuity is not required but is certainly appreciated! If you would like to tip your Wine Educator, please reach out to us after the event and we'll assist with the charge.

### What's a typical gratuity?

A gratuity of any amount is appreciated! We've seen a big range depending on group size or experience, but the amount is typically in the \$100-\$200 range.

### Are there any hidden fees?

You will be responsible for covering the following charges:

- Tasting Kits
- Shipping (including any reships or reroutes)
- Tax
- Gratuity (optional)

There may be additional fees if you have special requests regarding the agenda or talking points of our staff. If these apply to your group, they will be clearly outlined in your virtual tasting agreement. If agenda changes are made after the agreement is signed, we will alert you if these changes will incur additional fees.

## EVENT DETAILS

### What's the agenda of a Virtual Tasting Event?

Our typical agenda is as follows:

- Welcome
- Introduction of Wine Educator & Clif Family Winery
- Basic Guidelines for the Tasting
- Questions for the group, learning a little about wine knowledge and interests
- Tasting of wine & food pairings
- Closing

If you would like to make changes to the agenda, let us know! Many groups want to provide their own welcome or closing remarks. We just ask for 24-hour notice on any agenda changes so that our Wine Educators can prepare appropriately.

If you choose a kit with 2 wines/2 foods, the experience will last approximately 30-45 minutes.

If you choose a kit with 3 wines/3 foods, the experience will last approximately 45-60 minutes.

## EVENT DETAILS (CONTINUED)

### **Who are your Wine Educators? Are they all Sommeliers?**

We have eight friendly, knowledgeable, and engaging Wine Educators on our team. Some of them are certified sommeliers and some trained chefs, but they are all experts in Wine, Napa Valley, and Clif Family. Our team of Wine Educators loves the opportunity to engage with virtual groups from all over the country. We will share your educator's bio with you prior to the tasting experience so you can get to know a bit more about them.

### **Will my group be able to talk during the event?**

Of course! We encourage your groups to engage with the Wine Educator and with each other during the event. That said, we do ask that your groups use appropriate video call etiquette and mute themselves if their background noise would distract others (barking dogs, offline conversations, etc.)

### **I'd like to share a few details about the group with our Wine Educator before the event.**

Great! When we know more information about your group it assists us in pairing you with a Wine Educator and it can help our Wine Educator in preparing for the event. We will send you a survey before the event with questions about the occasion, VIP attendees, and more. We encourage you to include as many details as possible and we'll share your responses with your Wine Educator.

**READY TO BOOK YOUR VIRTUAL WINE + FOOD EXPERIENCE?  
CONTACT US TODAY AT [VIRTUAL@CLIFFAMILY.COM](mailto:VIRTUAL@CLIFFAMILY.COM)**