

Terms and Conditions – Tours and Tasting

1. In accordance with Australian Law, Sirromet Winery Tour Guides must refuse all 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 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;
 - Mind your head
 - Wet floors
 - Electrical cables
 - Hoses,
 - Drains and equipment
- All participants are requested to remain with the tour guide at all times
- 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 throughout 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 to the winery.
12. We accept no responsibility for lost or stolen property.
13. If an online booking has been purchased via gift voucher, Groupon or any kind of redeemable coupon, the voucher is deemed as "used" at the point of sale. If a cancellation occurs more than 24 hours prior to the booking, the voucher will not be refunded however the customer may reschedule the booking.
14. Cancellations made with more than 48 hours notice will receive full refund (excluding all voucher purchases as outlined above)
15. Cancellations within 48 hours of departure are charged 50% of tour cost.
16. Cancellation within 24 hours, or failure to notify, will forfeit full price of the Tour
17. All cancellations must be made in writing and emailed to toursandtasting@sirromet.com
18. Sirromet reserves the right to cancel or reroute any tour due to acts of nature, Production restrictions, 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 to you. Sirromet is not responsible for any additional expenses that may be incurred by a guest in relation to a cancelled tour.