

# QUAILS' GATE

*Okanagan Valley*

## MEMBERSHIP DETAILS

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### FREQUENTLY ASKED QUESTIONS

#### **Q Can you explain the difference between the Local Select Club and Cellar Door Club?**

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The biggest difference is in the delivery. Local Select Club members receive a gift card that can be used in-store, whereas Cellar Door Club members get their customized packages delivered. Cellar Door Club members can customize their shipments from both currently available wines and specialty wines from our cellar.

#### **Q What is the club membership commitment?**

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Club members commit to receiving three club shipments or Local Select Club card loads. Members are able to skip one shipment annually. If members wish to break their commitment prior to receiving three shipments there is a \$50 early cancellation fee.

#### **Q How many times can I skip my club shipment?**

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Members are welcome to skip one shipment per year.

#### **Q Do my Local Select Club card funds expire and how long do I have to use them?**

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The funds on your Local Select Club card do not expire, but use of the cards after cancelling a membership result in the loss of the 15% discount. However, members are strongly encouraged to use all funds on their accounts by years end.

#### **Q Can I use my Local Select Club funds in the Restaurant?**

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Local Select Club funds cannot be used in the restaurant but members are welcome to enjoy a complimentary welcome wine when dining.

#### **Q If I am out of town at the time of a club run, can I delay the shipping of my order?**

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Members are welcome to connect with us at any time and we are happy to hold a shipment at your convenience at [wineclub@quailsgate.com](mailto:wineclub@quailsgate.com).

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## TASTING BENEFITS

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### FREQUENTLY ASKED QUESTIONS

**Q How many guests can I bring for a complimentary tasting?**

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You are welcome to bring three additional guests when you join us for a complimentary tasting. Please note that spouses and family members are considered guests of the member. Tasting fees will apply to any additional guests (15% discount applied here).

**Q Do I need a reservation to come in for a tasting?**

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We will do our best to accommodate club members without a reservation however, we strongly recommend making a reservation during the busy summer months.

**Q What is an Annual Premium Club Tasting?**

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Members receive one complimentary premium annual club tasting per year. This is an elevated tasting with food pairing and is hosted by a senior wine educator. Members can book this experience for up to six people in total once a year, a \$300 value.

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## SPECIAL PRICING

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### FREQUENTLY ASKED QUESTIONS

**Q Do I get my 15% discount at Old Vines Restaurant?**

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Member's discount cannot be used in the restaurant. This discount can be applied both in the Wine Shop and with online orders

**Q If I cancel my Local Select Club membership before I've used all the funds on my account, can I still use the funds and will I still get my 15%?**

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The value on the card itself does not expire however, the 15% discount is an exclusive benefit for active club members only.

**Q I don't live locally, what sort of shipping rates will I pay on my club packages?**

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Our members pay a reduced flat rate shipping with no additional costs on wine club packages including orders larger than six bottles.

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## A YEAR AT A GLANCE IMPORTANT CLUB DATES 2023

March 25 Spring Pick-Up Event

March 26 Spring Pick-Up Event

May 19 Inagural Yacht Voyage

May 24 Summer Shipment | Package Customization

May 26 Yacht Voyage

June 3 Yacht Voyage

June 7 Summer Shipment | Cellar Door & Barrel Club Packing Begins

June 7 Summer Shipment | Local Select Cards Loaded

June 10 Yacht Voyage

June 17 Yacht Voyage

June 25 Summer Shipment | Dare to Pair Pick-Up Event

June 30 Yacht Voyage

July 5 Yacht Voyage

July 7 Yacht Voyage - *sold out*

July 12 Yacht Voyage

July 14 Yacht Voyage

July 16 Yacht Voyage

July 20 Yacht Voyage

July 27 Yacht Voyage

July 29 Yacht Voyage

July 30 Yacht Voyage

August 2 Yacht Voyage

August 4 Yacht Voyage

August 6 Yacht Voyage

August 9 Yacht Voyage

August 11 Yacht Voyage

August 16 Yacht Voyage

August 18 Yacht Voyage

August 23 Yacht Voyage

August 25 Yacht Voyage

August 30 Yacht Voyage

September 1 Yacht Voyage

September 8 Yacht Voyage

September 16 Yacht Voyage

September 19 Fall Shipment | Package Customization Begins

September 22 Barrel Club | Lakefront Soirée

September 22 Yacht Voyage

September 27 Fall Shipment | Local Select Cards Loaded

October 3 Fall Shipment | Cellar Door & Barrel Club Packing Begins

October 28 Fall Shipment | Dare to Pair Pick-Up Event

October 29 Fall Shipment | Dare to Pair Pick-Up Event