

Lighthall Vineyards Wine Club Terms and Conditions

We are proud to deliver Prince Edward County excellence right to your front door, as well as a few surprises and perks. As is customary with other clubs we have a few terms and conditions upon signing up for our wine club. Please read on.

Basic terms: Lighthall Vineyard's wine club is broken into two (2) tiers; yearly paying members and per-shipment paying members. Both memberships will auto-renew until the member requests a hold or cancellation. Lighthall Vineyards will collect a \$35 fee upon signing up for either tier. This fee must be paid before you will be added to the wine club and is non-refundable. If you cancel your wine club membership and decide to rejoin again in the future you will be charged the \$35 fee again. We can only process payments for wine club on a credit card which will be kept on file.

Members paying yearly will have their payment collected minus five percent (5%) before the first shipment goes out, normally Mid-March. Wine Club members who have paid for the entire year can expect to receive four (4) shipments of wine per year, one (1) per quarter or every three (3) months. Members paying per year agree to commit to a minimum of four (4) shipments. Members joining after previous shipments from the current year have gone out have the option to pay and receive the previous shipments, otherwise they will only be charged for the number of shipments left for the current year.

Members paying yearly who joined prior to May 1th 2023 are exempt from the four (4) shipment minimum clause.

Members paying per shipment will have their payment collected before each shipment goes out, normally one (1) week before the shipment is to be sent out. Members paying per shipment can expect to receive four (4) shipments of wine per year, one (1) per quarter or every three (3) months. Members paying per shipment agree to commit to a minimum of two (2) shipments.

Per-shipment members who joined prior to May 1th 2023 are exempt from the two (2) shipment minimum clause.

Unfortunately, we are unable to provide customizations on our curated shipments at this time, however members can request additions to their wine club shipment (to be charged to the card on file), to be delivered alongside their normal wine club shipment at no extra shipping cost. Forms for additions will be included in the quarterly preview email or can be emailed directly to wineclub@lighthallvineyards.com. All requests for changes must be communicated in writing before the club change deadline, which will be included in the quarterly preview email. Requests sent in after the cut off date will be reviewed on a case-by-case basis.

Members must be 19 years of age or older at the time of sign up. Upon delivery or pickup of wine shipments, a signature from an individual of 19 years or older is required. All information in regards to shipments will be sent via email. Please ensure you add Lighthall Vineyards to your trusted senders list or similar so the email will not be sent to your junk inbox.

Member responsibility: It is the responsibility of members to ensure their billing information and

payment information are correct prior to shipments being sent out. It is also the responsibility of members to respond to correspondence where needed (such as in the event of an expired credit card or undeliverable shipment being returned). Failure to do so may result in forfeiture of your membership.

Perks and benefits: In addition to the quarterly shipments Lighthall Vineyards wine club members will also enjoy the following perks

- Free shipping on quarterly shipments, as well as on any additions made to the shipment.
- Five percent (5%) discount on a yearly paid membership
- Free tastings at our tasting bar for up to four (4) people
- Guaranteed access to all our wines, including first dibs on limited edition wines
- Exclusive access to our wine club archive, which includes exclusive articles, recipes, tasting notes, and information on previous wine club shipments.
- Free extras in quarterly shipment (past extras have included exclusive cheeses, barrel samples, and maple syrup made in house)

Payments: Lighthall Vineyards can only process Wine Club payments on a valid credit card. We can accept visa, MasterCard, and American Express. Please note we cannot accept Visa debit cards. All payments will be processed within 5 days before the shipping date. In the event of a rejected payment, we will try one (1) more time before contacting you. Failure to respond to correspondence will result in forfeiture of your membership.

Club Shipment Dates: Shipments take place in March, June, September, and December of each year. Exact date of shipment will be communicated via email in the quarterly preview email. Members can request the shipment be sent at a later date, up to two (2) weeks out. Extensions beyond this will be discussed on a case-by-case basis. Members can also request that the shipment be held for pick up at the vineyard. Shipments scheduled for in-person pick-up must do so within thirty (30) days of the shipment date, after which the shipment will be mailed out to the address we have on file.

Shipping: Please allow for up to 5 business days to receive your order after your order has shipped. If you do not receive your order after that time, please contact us via email at wineclub@lighthallvineyards.com. We ship with Canada Post or Phyciat. Deliveries require a signature from an individual 19-years of age or older and will only be delivered to a valid Canadian address. We cannot ship to a P.O. box. Deliveries should be sent to an address that can receive deliveries on weekdays, such as a workplace or trusted friend or family member who can accept the delivery on your behalf.

Please note that we cannot guarantee exact dates for shipments. Due to the busy nature of the holiday season, we cannot guarantee the shipments will arrive to you before any major holidays. The only way to guarantee a date is to pick it up from the vineyard in person.

It is the responsibility of all members to ensure we have the correct shipping information on file prior to the billing date, which is about 5 days before the shipping date. **Redirecting or reshipping the order may result in a fee of \$20, applied to the card on file.** Lighthall Vineyards is not responsible for shipping delays outside of our control. Shipments scheduled for pick up from the winery will be held for thirty (30) days, after which we ship the package to the address on file. Due to physical space constraints, we cannot hold your package for pickup beyond 30 days.

Holds and Cancellation: Members paying for the year commit to four (4) shipments. Members paying per shipment commit to a minimum of two (2) shipments. Due to the popularity of our wine club, we will hold your membership for up to one (1) shipment or three (3) months, after which your spot will be considered forfeit if you have not communicated with us otherwise. Hold extensions will be discussed on a case-by-case basis. Holds and cancellations must be requested in writing by emailing wineclub@lighthallvineyards.com. Where possible, please provide one (1) week notice before the next shipment; failure to do so could result in an unwanted shipment. Upon notice of cancellation, member benefits are revoked. Members must acknowledge that their wine club membership will auto-renew every shipment/every year and that it is their responsibility to contact Lighthall Vineyards to cancel. For any questions regarding our cancellation policy please email wineclub@lighthallvineyards.com

Privacy policy: Lighthall Vineyards will never sell or share your information with anyone. All information provided to us is strictly private and will be disposed of upon cancellation of your wine club membership, along with your credit card information being expunged from our systems. All information collected will be used for processing and shipping your wine club order. In addition to the quarterly wine club email newsletter, you will be opted in to our normal newsletter which you can opt out of at any time.

Any questions or concerns can be sent to wineclub@lighthallvineyards.com

Thank you!

Team Lighthall