

# Private Tour Terms & Conditions

- Our private tours run **rain or shine**. While part of the experience takes place outdoors, many of the tastings are indoors.
- We recommend arriving **10–15 minutes prior** to the tour start time. In fairness to all guests and restaurant reservations, tours begin promptly.
- If your group is more than **10 minutes late**, a **\$100 fee** may apply. If your group is more than **30 minutes late**, the guide may leave, and the tour will be considered missed with **no refund or reschedule**.
- Latecomers may attempt to catch up with the group, but we cannot guarantee success, as guides are actively leading the tour.

## Rescheduling Policy

- We understand that plans can change. You may reschedule your tour with at least **72 hours' notice**.
- A **\$100 rescheduling fee (per guide)** will apply.
- Your tickets will be converted into a **non-expiring gift card credit**, which can be used for any future date we have availability.

## Cancellation Policy

- We have a **strict no-refund policy**.
- With at least **72 hours' notice**, we can convert your tickets into a **non-expiring gift card credit** valid for any of our tours.
- There are **no refunds or credits for unused tickets after the tour has taken place**, as food is pre-ordered in advance.

## If We Need to Cancel

- In the rare event that we need to cancel a tour (for example, due to unsafe or extreme weather), we will first offer the option to reschedule.
- If you are unable to reschedule—such as if you are visiting from out of town—we will issue a **full refund**.
- Refunds are only provided in this specific circumstance.

## Additional Policies

- Please notify us of any **food allergies or dietary restrictions at least 72 hours in advance**. We can accommodate most requests with advance notice.
- A **\$15 per person fee** applies for gluten-free, dairy-free, or vegan substitutions (only for those participants).

- A **20% gratuity** for your guide will be charged after booking.
- Groups larger than **18 participants** will be split into multiple groups, each with their own guide (**\$100 fee per additional guide**).
- Alcoholic and non-alcoholic beverages are **not included**. These may be purchased directly from the restaurants. If we place drinks on our tab, a **15% surcharge** will be added.
- All participants must complete a **waiver** prior to the start of the tour.

## **Final Note**

Our private food tours are designed to be **delicious, seamless, and fun**. These guidelines are in place to ensure everything runs smoothly so you can relax and enjoy the experience.