

Henners Vineyard Terms and Conditions

September 2024

Gift Vouchers: Monetary, Tours, Tastings & Ticketed Events

Vouchers ordered online will automatically be delivered by electronic means to the email address you specify at the time of order. You should ensure to enter the recipient's email address correctly. We cannot be held responsible if the address is entered incorrectly and someone other than the intended recipient uses the Gift vouchers.

Where requested via cellardoor@henners.com a physical copy can be sent via a Royal Mail second class postal service within 7 days.

Vouchers are valid for a period of 12 months from the date of purchase unless otherwise stated, vouchers cannot be redeemed after the expiry date.

Vouchers can be redeemed at www.henners.com, these will be issued with an online redemption code.

From September 2024 Monetary vouchers cannot be spent in person at the Cellar Door, where a voucher was issued before this date the original gift voucher must be presented upon arrival, we do not accept photocopies.

Monetary vouchers can be redeemed against all store products, Tours, Tastings, pre-ordered cheese and charcuterie. Shipping is excluded. Third party ticketed events and external vendors are excluded. Site offers and promotions (including gifts with purchase and discounts) do not apply.

Gift vouchers cannot be used to purchase further Gift vouchers, monetary value gift vouchers cannot be refunded for cash. Experience Gift vouchers cannot be exchanged for cash or goods.

Tours, Tastings and event tickets are non-refundable after the 14-day cancellation period as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

To be eligible to transfer the date of your Tour, tasting and food bookings, these must be cancelled in writing within 14 days to cellardoor@henners.com.

If you do not arrive for your scheduled ticketed booking, then the tickets cannot be exchanged or refunded, unless at our discretion.

In the case of extreme weather, we may cancel a tour or event if there are safety concerns. In this instance, you will be entitled to a full refund for the purchase price. Tickets will be exchanged or refunded at the price paid for them, but no further compensation will be paid.

No change or credit is given if the voucher value exceeds the total cost of the purchase.

Henners Vineyard does not guarantee that spaces will be available on tours and events, spaces are only secured once a booking has been confirmed.

Lost, stolen or destroyed gift vouchers will not be exchanged or refunded.

Vouchers can only be redeemed by persons over the age of 18 and subject to providing proof of age if requested.

Experience descriptions online are presented as a 'general overview' and subject to change due to weather and safety restrictions.