



# GOLD MEMBERSHIP

## Sirromet Wines Pty Ltd

### Terms & Conditions for Club Sirromet GOLD Cellar Membership

As terms and conditions may change, we advise you to check our website for regular updates.

Club Sirromet membership applies to Australian residents only.

You must be over 18 years of age to join Club Sirromet. If purchasing wine as a gift, you must be over 18 years of age.

#### **Our commitment to you**

We guarantee you Club Sirromet Cellar Membership represents great value and exceptional benefits. As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, regular news articles to enhance your wine wisdom, and exclusive wine offers. Your ongoing feedback and loyalty is highly valued as we appreciate any opportunity to further enhance our VIP services and offer the very best wine club experience. If at any time you wish to contact us, our friendly Club Sirromet service team is dedicated to ensuring you receive maximum benefit from your membership.

#### **Membership Fee & Payment Options**

- **Quarterly**  
\$165 per quarter. Payment is taken from your nominated credit card, debit card or bank account in the final week of the month prior to each release.
- **Monthly**  
\$55 per month. Payment is taken from your nominated credit card, debit card or bank account in the middle of each month. Initial payment of \$165 will be processed when first case is despatched, then monthly payments of \$55 will commence.
- **Yearly upfront payment**  
\$610.50 per year (representing an annual saving of \$49.50). Includes four (4) twelve (12) bottle cases of wine delivered quarterly. Payment is taken from your nominated credit card, debit card or bank account upon joining.

If you have selected the direct debit option as your preferred payment method, a direct debit request from must be completed authorising Sirromet Wines to debit from your nominated account. To obtain a direct debit request from please contact the Club Sirromet Co-ordinator on (07) 3822 0621.

All prices are quoted in Australian dollars. We accept Visa, MasterCard, Bankcard, American Express, and Diners Club, cheque, money order or cash. If paying by cheque, please allow five (5) working days for clearance. If paying by cash, please come and visit us at Cellar Door. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged or wrongful debit.

#### **Membership Entitlements**

##### **- Quarterly wine delivery**

Club Sirromet Gold Cellar Members receive a quarterly delivery of wine with a choice of either a red, white or mixed dozen (12 bottle) case for \$165 per quarter (value is subject to change without notice). We guarantee each case will represent over \$230 in retail value.

##### **- Wine Selection**

The Chief Winemaker carefully pre-selects the wine on a quarterly basis for you to enjoy a variety of styles. Members can select their wine case preference as either:

- Mixed case (a varying selection of red, white, rose, sparkling or fortified wines)
- Red case (a varying selection of red, red sparkling or red fortified wines)
- White case (a varying selection of white, white sparkling or white fortified wines)

You may change your quarterly wine preference by contacting the Club Sirromet Administrator 14 days prior to despatch of each quarterly delivery. Detailed tasting notes will accompany each shipment to further inform members of the varietal style and wine characteristics. Cellar members enjoy the privilege of accessing private label and limited collection wines, and always receive first opportunity to sample new vintage releases.

Your wine club membership is designed to expose you to a diverse varietal selection and expand the boundaries of your palate with a focus on quality, so we encourage you to discover all the wines we choose each season. However if you find a wine within your quarterly shipment that you do not wish to try, then you may return it (un-opened) to our Cellar Door and swap for another wine of equal or lesser value within two (2) weeks of receiving the delivery.

### **- Delivery Schedule**

Deliveries occur on a seasonal basis four (4) times per year as follows:

- Autumn Delivered within first week of March
- Winter Delivered within first week of June
- Spring Delivered within first week of September
- Summer Delivered within first week of December

Members may opt to "skip" or "hold" a maximum of one shipment per quarter without charge. Please note that membership discounts will be temporarily de-activated if a member opts to "hold" or "skip" a quarter. If a quarterly case is held for more than one quarter, we reserve the right to cancel your membership and maintain your contact information on our "Friends of Sirromet" database.

### **- Delivery**

Australia Post is contracted to deliver all wine shipments. Club Sirromet Cellar Member's quarterly case is delivered FREE anywhere within Australia. Any additional wine orders will incur a freight charge depending on delivery destination. Please ask the Club Sirromet Administrator for applicable freight charges. Wine deliveries will occur during Monday to Friday between 9.00am and 5.00pm. It is important to advise us any delivery instructions to ensure your shipment is left in a safe place. If no specific delivery instructions are advised, and in the event that no one is present at the time of delivery, Australia Post will leave a notice in your mailbox, prompting you to collect the shipment from your nearest Post Office. Sirromet Wines takes no responsibility for loss or theft of goods once received.

### **- Breakages**

If a shipment you receive is damaged in any way, please notify the Club Sirromet Administrator as soon as possible (within 7 days of receiving the wine). We will arrange for Australia Post to collect and return the damaged case to the winery. Once received, a replacement bottle/case will be delivered as soon as possible. Any wines collected by Australia Post, must be kept in the original box.

### **- Discount**

Club Sirromet Gold Cellar Membership entitles the card holder to a 10% discount when dining à la carte in Restaurant Lurleen's. This discount is not valid for functions or group bookings of over 14 people, for any set menu occasion, special event, room hire or when dining in a function room. All members may be offered a special discounted price for events which are held at Sirromet, including winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc. Members receive a 15% discount for any purchases at Sirromet's Cellar Door and also receive a 20% discount or for any mail, phone, fax, email or internet wine orders. Discount is only valid on presentation of membership card, or by quoting membership number or name with accompanying identification. If a member opts to put the quarterly case on hold, the membership discounts will be temporarily de-activated. Please note no further discounts apply on some special offers, please see the terms and conditions of the offers.

### **- Free wine tastings at Cellar Door**

Members are entitled to enjoy a free wine tasting at Sirromet's Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day). Experience up to ten (10) wines with our trained staff, valued at \$5 per person. Free tasting does not include free souvenir tasting glass.

### **- Member Referral Reward**

Share your Life-Style-Wine experience with friends and relatives. Club Sirromet rewards members who introduce new members to our premier wine club. If you refer a new Cellar Member, we will send you a \$20 gift voucher. The vouchers can later be redeemed for purchases at Cellar Door or on wine orders.

### **- Birthday Gift**

As a valued Club Sirromet member we like to extend our warmest wishes to you on your birthday by sending you a special birthday gift. Gifts are delivered during member's birthday month. One birthday gift per membership.

### **Lost or stolen membership cards**

Please contact us immediately if your membership card is lost or stolen.

### **Change of contact or payment details**

To ensure you maximise your membership and receive all communication including offers, invitations and newsletters, please notify us of any changes to your personal details, including valid contact and credit card information. Please note that some offers may only be sent via email, so please ensure your email address is registered with us.

### **Membership Cancellation**

You may cancel your membership and wine delivery by contacting the Club Sirromet Administrator 21 days prior to despatch of any quarterly delivery. All quarterly deliveries are scheduled for the first day of each quarter (or the closest Monday thereafter). If you do not meet this deadline, the payment will be processed and the case will be sent to your specified delivery address. If a member selects the monthly payment option and chooses to cancel before paying the full \$165 for their quarterly case, the balance plus a \$30 administration fee will be charged at cancellation. If a member prepays their quarterly case (upfront or has paid over the \$165 for their quarterly case) and cancels before all wine is taken, the balance, less a \$30 administration fee, will be credited by way of a voucher which can be used in Cellar Door or for any wine purchases.

### **Enjoy Sirromet Responsibly**

Our team is committed to ensuring you enjoy our product in a responsible manner and are trained in the Responsible Service of Alcohol.

### **Your Privacy**

Sirromet Wines respects the privacy of all people and will handle all personal information in accordance with the Sirromet Wines Privacy Policy. For a copy of the Sirromet Wines Privacy Policy, please contact Sirromet Wines or refer to [www.sirromet.com](http://www.sirromet.com)

## 100% Satisfaction Guarantee

We take pride in our service and our members are our very first priority. If you are dissatisfied with a product or service in any way, please contact the Club Sirromet Manager on (07) 3206 2999.

# SILVER MEMBERSHIP

## Sirromet Wines Pty Ltd

### Terms & Conditions for Club Sirromet SILVER Cellar Membership

As terms and conditions may change, we advise you to check our website for regular updates.

Club Sirromet membership applies to Australian residents only.

You must be over 18 years of age to join Club Sirromet. If purchasing wine as a gift, you must be over 18 years of age.

#### Our commitment to you

We guarantee you Club Sirromet Cellar Membership represents great value and exceptional benefits. As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, regular news articles to enhance your wine wisdom, and exclusive wine offers. Your ongoing feedback and loyalty is highly valued as we appreciate any opportunity to further enhance our VIP services and offer the very best wine club experience. If at any time you wish to contact us, our friendly Club Sirromet service team is dedicated to ensuring you receive maximum benefit from your membership.

#### Membership Fee & Payment Options

- **Quarterly**  
\$90 per quarter. Payment is taken from your nominated credit card, debit card or bank account in the final week of the month prior to each release.
- **Monthly**  
\$30 per month. Payment is taken from your nominated credit card, debit card or bank account in the middle of each month. Initial payment of \$90 will be processed when first case is despatched, then monthly payments of \$30 will commence.
- **Yearly upfront payment**  
\$360 per year. Includes four (4) six (6) bottle cases of wine delivered quarterly. Payment is taken from your nominated credit card, debit card or bank account upon joining.

If you have selected the direct debit option as your preferred payment method, a direct debit request form must be completed authorising Sirromet Wines to debit from your nominated account. To obtain a direct debit request form please contact the Club Sirromet Co-ordinator on (07) 3822 0621.

All prices are quoted in Australian dollars. We accept Visa, MasterCard, Bankcard, American Express, and Diners Club, cheque, money order or cash. If paying by cheque, please allow five (5) working days for clearance. If paying by cash, please come and visit us at Cellar Door. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged or wrongful debit.

#### Membership Entitlements

##### - Quarterly wine delivery

Club Sirromet Silver Cellar Members receive a quarterly delivery of wine with a choice of either a red, white or mixed assortment (6 bottles) for \$90 per quarter (value is subject to change without notice). We guarantee each case will represent over \$115 in retail value.

##### - Wine Selection

The Chief Winemaker carefully pre-selects the wine on a quarterly basis for you to enjoy a variety of styles. Members can select their wine preference as either:

- Mixed carton (a varying selection of red, white, rose, sparkling or fortified wines)
- Red carton (a varying selection of red, red sparkling or red fortified wines)
- White carton (a varying selection of white, white sparkling or white fortified wines)

You may change your quarterly wine preference by contacting the Club Sirromet Administrator 14 days prior to despatch of each quarterly delivery. Detailed tasting notes will accompany each shipment to further inform members of the varietal style and wine characteristics. Cellar members enjoy the privilege of accessing private label and limited collection wines, and always receive first opportunity to sample new vintage releases.

Your wine club membership is designed to expose you to a diverse varietal selection and expand the boundaries of your palate with a focus on quality, so we encourage you to discover all the wines we choose each season. However if you find a wine within your quarterly shipment that you do not wish to try, then you may return it (un-opened) to our Cellar Door and swap for another wine of equal or lesser value within two (2) weeks of receiving the delivery.

##### - Delivery Schedule

Deliveries occur on a seasonal basis four (4) times per year as follows:

- Autumn Delivered within first week of March
- Winter Delivered within first week of June
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Members may opt to "skip" or "hold" a maximum of one shipment per quarter without charge. Please note that membership discounts will be temporarily de-activated if a member opts to "hold" or "skip" a quarter. If a quarterly shipment is held for more than one quarter, we reserve the right to cancel your membership and maintain your contact information on our "Friends of Sirromet" database.

#### **- Delivery**

Australia Post is contracted to deliver all wine shipments. Club Sirromet Cellar Member's quarterly carton is delivered FREE anywhere within Australia. Any additional wine orders will incur a freight charge depending on delivery destination. Please ask the Club Sirromet Administrator for applicable freight charges. Wine deliveries will occur during Monday to Friday between 9.00am and 5.00pm. It is important to advise us any delivery instructions to ensure your shipment is left in a safe place. If no specific delivery instructions are advised, and in the event that no one is present at the time of delivery, Australia Post will leave a notice in your mailbox, prompting you to collect the shipment from your nearest Post Office. Sirromet Wines takes no responsibility for loss or theft of goods once received.

#### **- Breakages**

If a shipment you receive is damaged in any way, please notify the Club Sirromet Administrator as soon as possible (within 7 days of receiving the wine). We will arrange for Australia Post to collect and return the damaged carton to the winery. Once received, a replacement bottle/carton will be delivered as soon as possible. Any wines collected by Australia Post, must be kept in the original box.

#### **- Discount**

Club Sirromet Silver Cellar Membership entitles the card holder to a 10% discount for any purchases at Sirromet's Cellar Door and a 15% discount for any mail, phone, fax, email or internet wine orders. All members may be offered a special discounted price for events which are held at Sirromet, including winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc. Discount is only valid on presentation of membership card, or by quoting membership number or name with accompanying identification. If a member opts to put the quarterly carton on hold, the membership discounts will be temporarily de-activated. Please note no further discounts apply on some special offers, please see the terms and conditions of the offers.

#### **- Free wine tastings at Cellar Door**

Members are entitled to enjoy a free wine tasting at Sirromet's Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day). Experience up to ten (10) wines with our trained staff, valued at \$5 per person. Free tasting does not include free souvenir tasting glass.

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