

Group Policy for Large Groups Visiting Setter Ridge Vineyards

1. Introduction

At Setter Ridge Vineyards, we are committed to providing a memorable experience for all guests, including large groups. This policy is designed to ensure that large groups are able to enjoy the full benefits of our winery while maintaining safety, compliance with regulations, and respect for the winery's operations. By adhering to these guidelines, you help us deliver a high-quality experience for all parties involved.

2. Group Size and Calling Ahead

- **Minimum Group Size:** A "large group" is defined as any group of 12 or more people. For groups of 12-25, we can accommodate them with special arrangements. Groups larger than 25 may require additional coordination. Parties fewer than 12 may also reserve seating together for the same fee mentioned below, although not required.
- **Advance Booking:** We recommend scheduling all large group visits at least two weeks in advance to ensure proper planning for staffing, space, and resources. Your booking will be confirmed once a \$25 deposit is received, either over the phone, in person, or online. Booking in advance guarantees a reserved seating area for your group. At Setter Ridge Vineyards, we can reserve space for a maximum of 90 minutes, depending on other group bookings for the same area. If no additional groups are scheduled, your party is welcome to stay in the designated space for as long as business permits. If other groups are scheduled, your party may be asked to move to another unoccupied table or enjoy the lawn area. The time limit will begin at the reserved time, not when your party arrives.
- **No Call Ahead:** While we recommend calling ahead to notify us of your arrival, we understand that this may not always be possible. Wine flights will be offered based on staff availability and the day's flow. You are still welcome to purchase wine by the glass or bottle to enjoy at the vineyard, but please note that there will be no reserved seating for your group. We cannot guarantee that seating will be available together without an advanced reservation.
- **Peak Seasons:** During busy periods like harvest season, holidays, or weekends, availability may be limited. Large group reservations will be prioritized on a first-come, first-served basis, and you may need to be flexible with dates or times.
- **Cancellation Policy:** Groups must notify the winery at least 72 hours in advance if they need to cancel or reschedule. Cancellations within 24 may result in a cancellation fee or forfeiture of the deposit.

3. Customized Experiences for Large Groups

- **Tailored Tastings:** For large groups, we offer limited tastings that cater to the large group. There will be the ability to choose from three flights; Crisp Whites, Just Reds, or A Sweet Ride. This will help our staff accommodate the party, in an efficient and timely manner. The group is also more than welcome to enjoy bottles and glasses from the winery.
- **Arrival of Party:** Upon arrival, a Setter Ridge employee will guide the group to their table and review the available tasting options, along with wine by the glass or bottle. The first order will be taken while seated at the table and paid for with a credit card at the time of ordering. Any subsequent orders can be placed at our tasting bar by a member of the group with the employee assisting them.
- **Duration of Visit:** You are welcome on property for the duration of our operational hours [11AM-5PM], but must exit the premises promptly as we close. All groups must arrive prior to 3:30PM to ensure a flight tasting. Last call for glasses and flights are at 4:30PM.
- **Food onsite:** If a food truck is onsite, we do ask that you do not bring food on property. You are more than welcome to bring desserts such as cakes and cupcakes, but we do ask that you patron the trucks when they are here. Please make arrangements as necessary. We also have a variety of snacks and cheeses available for purchase at the tasting room. **Please Note:** we do not provide tables for food, nor do we allow you to use our tables strictly for food as it takes them away from other guests.

4. Group Conduct and Behavior

- **Supervision of Group Members:** Please designate one group organizer or point of contact to communicate with winery staff during the visit. This person will be responsible for ensuring that all guests adhere to the winery's rules and maintain appropriate behavior.
- **Alcohol Consumption:** Alcohol will be served exclusively to guests of legal drinking age. For larger groups, we may enforce a "one drink per person at a time" policy to promote safe and responsible consumption. If a group exceeds safe drinking limits, we may request that they either limit further tastings or leave the premises. **Outside alcohol is not permitted**—if found with outside alcohol, guests will be asked to leave.
- **Noise and Respect:** We ask large groups to remain mindful of other guests at the winery. Excessive noise, disruptive behavior, or unsupervised children will not be tolerated. Groups should respect the designated areas for tastings and not block passageways, event spaces, or other public areas.

5. Payment and Billing

- **Deposits and Payment Terms:** A deposit of \$25 may be required to secure large group bookings.
- **Final Payment:** Full payment for the group experience must be made at the time of the visit. Payment can be made by cash or credit card, we prefer one lump sum payment, but can work with a few smaller payments.
- **Gratuities:** Gratuities for staff providing exceptional service are appreciated and may be added to the bill for large groups. A gratuity of 20% may be included in the final invoice.

6. Environmental and Sustainability Practices

- **Waste and Recycling:** We kindly ask that large groups help us reduce waste by using the designated recycling bins and being mindful of plastic and other non-recyclable items. Please ensure that all trash is disposed of in the appropriate receptacles. Additionally, we request that all glasses be returned to the tasting room.
- **Sustainable Practices:** As part of our commitment to sustainability, we encourage large groups to consider carpooling or utilizing group transport to reduce the environmental impact of their visit.