



Castello di Razzano
CANTINE E RELAIS DI CHARME

Terms and Conditions for Experiences at Castello di Razzano

At Castello di Razzano, the Olearo family is pleased to offer unique food and wine experiences, designed to introduce you to the world of wine and the Monferrato region. To ensure an optimal experience for all our guests, we invite you to carefully read the following Terms and Conditions, which control participation in all offered experiences.

1. Access and Participation to Experiences

1.1 Age Requirements: participation in the wine tasting experiences is reserved exclusively for adults (18 years of age or older). The PIC NIC experience is also open to minors: please contact us for more information on special rates.

1.2 Children: if you will be accompanying your children, please let us know when booking by contacting us by phone so we can best organize your experience. Children must be supervised by an adult at all times in all areas of the estate.

1.3 Behaviour: we ask all participants to maintain respectful behaviour towards staff, other guests, the garden, the cellar, and the Museum, thus contributing to a pleasant and welcoming atmosphere.

1.4 Pets: pets are welcome, provided they are kept on a leash throughout the experience. Specifically, they must be kept under the table during the tasting to avoid disturbing staff and other guests. For further information, please contact us.

1.5 Food intolerances or allergies: please inform us directly of any food intolerances, allergies, or special needs at the time of booking. We decline all responsibility unless previously notified.

2. Reservation and payment

2.1 Reservation required: reservations are required for all experiences and are considered confirmed upon receipt of the confirmation email. We ask that you respect the chosen booking time.

You can book directly on our website <https://www.castellodirazzano.it/cantina/degustazioni/>, by phone at +39 0141 922535, or via WhatsApp at +39 351 4922535.

2.2 Prices: all prices include VAT.

3. Cancellation Policy

3.1 Cancellations with at least 48 hours notice:

- for those who have paid in advance, it is possible to request a change of date of the experience within 3 months from the date of the cancellation request.
- alternatively, you can request the issuing of a **gift card** of the corresponding value, which can be used for online purchases on our site and is valid for 3 months from the date of issue.

3.2 Failure to notify cancellation, cancellation within 48 hours of booking, delay in the timetable, or no-show (No-Show):

- In case of failure to communicate cancellation, cancellation within 48 hours of booking the experience, delay or no-show without notice, no refunds or other forms of compensation (date change or gift card) will be provided.
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4. Experience and Responsibility

4.1 During the tastings, wines chosen based on the booked experience will be served: the tasting of the selected wines will be carried out by expert staff who will provide detailed explanations and information.

4.2 Responsible consumption: Castello di Razzano promotes responsible alcohol consumption and urges all participants to take appropriate precautions when driving.

4.3 Disclaimer: Castello di Razzano declines all responsibility for any consequences related to driving under the influence of alcohol. We encourage participants to arrange alternative transportation or to delegate the driving.

5. Changes or Cancellations by Castello di Razzano

Castello di Razzano reserves the right to modify, postpone, or cancel an experience due to adverse weather conditions or force majeure. In such cases, guests will be contacted promptly and will be entitled to:

- A full refund.
 - Rebooking on a new date, subject to availability.
 - The issuing of a gift card for future experiences or online purchases.
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6. Acceptance of Terms and Notices

6.1 By making a reservation, the customer declares that he has read, understood and fully accepted these Terms and Conditions.

6.2 Any communication regarding changes, requests or cancellations must be sent via email to info@castellodirazzano.it

For further information or clarifications, our staff is at your disposal through the official contacts indicated on the website www.castellodirazzano.it

Thank you for choosing Castello di Razzano: we are happy to welcome you to our estate and offer you a unique and unforgettable experience!