

Wednesday, July 08, 2009

Chateau Chantal's Wine Club: Frequently Asked Questions

1. What is the Wine Club?

It is Chateau Chantal's Wine Club made up of four separate clubs that can be chosen from: Diner's Delight Club, Make Mine Sweet Club, Winemaker's Selection club, and It's Your Choice Club. Each club offers two separate shipments throughout the year of a total of six or twelve bottles. Memberships last until cancelled.

2. What are the reasons I should join such a club?

- *Members will receive two shipments of wine per year, Chateau Chantal's e-newsletter, and monthly mailings/ e-mailings about wine.*
- *Members are allowed to choose one gourmet food pairing from our offerings to add to either of their shipments.*
- *A 15% discount is given to members on their shipped Club Wines, and 15% off cases purchased through Chateau Chantal's Wine Shop.*
- *A private tour for Wine Club members and up to 7 guests can be scheduled for any day that Chateau Chantal is open; two weeks advance notice is requested.*
- *Chateau Chantal's Bed & Breakfast is offering members a midweek special: buy one night get one night free for the months of March and April.*
- *Members are guaranteed the scheduled wines for shipment only if the wines are paid in full upon signing up.*

3. Can I give a membership as a gift?

A Wine Club membership makes a great gift for anyone 21 years of age or older. If a membership is purchased as a gift, the full amount for the membership of that year is due upfront, payable by cash, check, or credit card. The purchaser must have recipients name, address, date of birth, phone number, and e-mail. The gift recipient is entitled to all membership privilege for that year and will have the option to continue their membership after that paid year is up.

4. When do the wine shipments arrive?

The shipments of wine are sent out on the 15th of February and September. Should the 15th fall on a weekend or holiday, packages will be shipped the following business day. Deliveries are made by FedEx Ground which takes about three to five business days for delivery and an adult signature is required at delivery. E-mails with package tracking numbers will be sent to members so that they may make appropriate arrangements for the delivery.

5. What is the Cancellation policy?

Memberships are required to last at least a year. Cancellations will only be accepted in writing (letter, e-mail, fax) at least one month before the next scheduled shipment. Members who cancel before one year has passed will be subject to a fee consisting of any discounts received on merchandise/wine purchased beyond the club wines. All notifications of cancellations need to include member's information and be sent to the following address: (a confirmation call will be made upon receiving notice of a cancellation)

Chateau Chantal c/o wine club
15900 Rue de Vin
Traverse City, MI 49686
club@chateauchantal.com
fax 231-223-4130

6. How do I update/renew my Membership information?

Current members can e-mail, fax, or mail their updated information to the Chateau. Also, a renewal letter will be sent after the last shipment of each year to all members with the option to switch clubs for the next year's shipments.

7. What special discounts do members receive?

Members receive 15% off club wines that are shipped to them. Also, members receive 15% off of any cases purchased at Chateau Chantal's Wine Shop.

8. How and When does billing occur?

Membership packages may be purchased for the full yearly amount upfront; if purchased as a gift, memberships must be paid for upfront. The other option is for an automatic charge for the wine and shipping fees to be made to the on-file credit card at the time of each shipment; charges may occur up to two weeks before shipment is sent.

9. What states may be shipped to?

Unfortunately, there are many laws governing the shipments of wine from state to state. Currently Chateau Chantal can ship to Michigan, Minnesota, Florida, Colorado, California, Illinois, New Hampshire, Missouri, North Carolina, Texas, Wisconsin, and Washington D.C. The following states accept direct shipment if the shipper has visited the wine shop at Chateau Chantal: Georgia, Kansas, Rhode Island, and Indiana.