



## Frequently Asked Questions

### WINEMAKER SERIES

---

**Q. What is a virtual wine tasting?**

A. Our virtual wine tastings is a safe and comfortable way to taste some of the finest wines from the comfort of your home. The tastings are led by wine industry leaders and winemakers alike. With the help of Zoom technology, we can easily escort you and your guests through a special selection of wines hand selected for the evening's festivities.

**Q. What platform are you using to host your virtual tasting?**

A. Our host vineyards will use the zoom.us platform.

**Q. Do I need to download the Zoom app?**

A. You do not need to download the Zoom app to join. Just click to join the webinar at the given time sent to you in the invitation.

**Q. I have never joined a Zoom webinar is there someone I may speak with someone prior to registering for more details?**

A. Please feel free to contact our Corporate Sommelier, Andree Lux with any questions you may have. She can be reached at (313) 283-6790 or at [wine@andiamoitalia.com](mailto:wine@andiamoitalia.com).

**Q. Can I attend the tasting in person instead of online?**

A. This is an online-only event.

**Q. What do I need to view the online event?**

A. You may access the Zoom webinar via computer, tablet, or mobile device with internet access.

**Q. What do I do if I have issues connecting to the Zoom event?**

A. The host vineyard will have a moderator that will help with connection issues if they arise. The Zoom platform offers a session for you to practice connecting prior to the event.

**Q. What does the wine package include?**

A. The package includes three principle bottles of wine plus a charcuterie board of meats and cheeses to pair with the wine. An additional add-on wine option is available for purchase.

**Q. How many people does the package serve?**

A. The featured wines can serve up to ten guest each receiving a 2.5 oz. tasting pour.

**Q. What is the serving size of the charcuterie board?**

A. The charcuterie board serves up to four. For a larger guest list additional charcuterie board may be added for an additional \$20 per board.

**Q. May additional wines be purchased for the tasting?**

A. Yes, additional wines may be purchased depending on your guest list size. Please see the offering menu for pricing.

**Q. Do I need to purchase the entire package?**

A. Yes, the package is sold as a tasting event. However, you may open one or all the wines as you wish.



## Frequently Asked Questions

### WINEMAKER SERIES

---

**Q. How long will the wine last once opened?**

A. The wine will last several days once opened, refrigerated, and sealed properly.

**Q. Once registered will I receive information and suggestions on how to host a virtual wine tasting?**

A. Yes, once registered, Andree Lux will contact you with tips on how to host a wine tasting in your home.

**Q. Can I use my Andiamo gift card to purchase the tasting?**

A. We do not accept Andiamo gift cards for online tastings.

**Q. What if I registered and cannot attend the online tasting?**

A. If you are registered and cannot attend the online event you will receive a link to the recorded session that you may access after the tasting.

**Q. Can I get a refund for my virtual wine tasting?**

A. We have a NO refund policy.

**Q. Which location do I pick up my wine?**

A. Please pick up your wine tasting package at the same selected location you chose at the time of registration.

**Q. When do I pick up my package?**

A. You may pick up your wine package the Thursday before the event after 5 p.m.

**Q. Will I be given serving and storing instructions when I pick up the package?**

A. Yes, a written guide will be included with your order.

**Q. What is the deadline to register for the event(s)?**

A. The deadline to register for the October Winemaker Series is Wednesday, October 7. And the deadline to register for the November Winemaker series is Sunday, November 1.

*\*Cannot be combined with any other promotions or offers. Mille Grazie rewards can be earned on these purchases, but not redeemed. Gift cards cannot be used. Other restrictions may apply.*