



FREQUENTLY ASKED QUESTIONS

Q. What is a virtual wine tasting?

A. A virtual wine tasting is a safe and comfortable way to explore some of the world's finest wines from the comfort of your home. Our tastings are led by wine industry leaders and winemakers who will give you a new understanding and appreciation for each label. With the help of Zoom video conferencing technology, we can easily escort you and your guests through a special selection of wines hand-curated for the evening's festivities.

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

A. Our wine tasting hosts use the Zoom.us platform.

Q. Do I need to download the Zoom app?

A. You do not need to download an app to join. Just click the link emailed to you to join the webinar at 7:00 p.m. Friday, December 11.

Q. I have never joined a Zoom webinar. Is there someone I may speak with 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.

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 event host 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. Additional wine options are also available for purchase.

Q. How many people does the package serve?

A. The featured wines can each serve a 2.5-oz tasting pour for up to ten guests.

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 boards may be added for an additional \$20 per board.



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Q. May additional bottles be purchased for the tasting?

A. Yes, additional bottles may be purchased. Please see the 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 of the wines as you wish.

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, Andiamo Corporate Sommelier 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. Sorry, we do not accept Andiamo gift cards for online purchases.

Q. What if I register and cannot attend?

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. Sorry, 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 selected at the time of registration.

Q. When do I pick up my package?

A. You may pick up your wine package after 5 p.m. on Thursday, December 10.

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 Holiday Winemaker Series is Tuesday, December 8.