



Frequently Asked Questions

WINEMAKER SERIES

Q. What is a virtual wine tasting?

A. Our virtual wine tasting 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 on the link provided 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 prior to registering for more details?

Please feel free to contact our Corporate Sommelier, Andree Lux, with any questions you may have. She can be

A. 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 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. A charcuterie board, chef tasting menu, and exclusive wines can be added to the package.

Q. How many people does the package serve?

A. The featured wines can serve up to ten guests, 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 and is \$30.

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.



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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 our tastings.

Q. What if I register and cannot attend?

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

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 on Thursday, February 18, at the location you are registered at, 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 Winemaker Series is Tuesday, February 16.

**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.*