



## **Frequently Asked Questions**

Here is everything you need to know for your Toronto Cider Festival Road Trip experience. If you still need insight or the information you are looking for is not listed below, please send us an email at [contact@torontociderfestival.com](mailto:contact@torontociderfestival.com) and we'll be happy to answer your questions.

### **Q: What is included as part of my road trip experience?**

A: Each package is specially designed for 2 people and includes:

- An exclusive cider & dine picnic experience for 90 minutes (to commence at your confirmed reservation time)
- A flight of premium specialty ciders, along with 2 premium ciders of choice
- An elaborate and mouth watering charcuterie board to compliment the cider experience
- A recommended road trip itinerary highlighting our top picks of places not to miss while in the area
- A recommended packing list for your road trip
- A choice of road trip music playlist mixes for you to enjoy your drive, created specially for you by DJ D Smooth - the official DJ of the Toronto Cider Festival
- A surprise take home gift bag to bring your road trip experience home

Every package purchased also contributes towards feeding 10 local children in need through the TenFed Project.

### **Q: Can I purchase my package upon arrival at the cidery?**

A: No, packages must be purchased online via [www.torontociderfestival.com](http://www.torontociderfestival.com) at least 24 hours before your date of choice to visit Spirit Tree Estate Cidery or 48 hours before your date of choice to visit Small Talk Vineyards.

### **Q: Can I put packages on hold and purchase at a later time?**

A: No, packages are sold on a first come first served basis as availability is extremely limited.





**Q: Is there a limit on the number of packages that can be purchased?**

A: Nope. You are able to purchase as many as packages as you'd like and can gift them freely. If you are buying these packages as gifts, please make sure to reserve the experience under the name of the recipient of your gift.

**Q: Is there an age limit or ID requirement to purchase this experience package?**

A: Yes, guests must be 19+ in order to purchase a package since alcohol will be served as part of this experience.

**Q: How many people are included in this experience package?**

A: Each package purchased is ideal for 2 guests to experience together.

**Q: How many people are allowed per table reservation?**

A: The food and drink provided with each package is ideal for 2 guests, but each table can accommodate up to 4 guests if required.

**Q: Is the Road Trip a full-day experience?**

A: We would definitely recommend allocating a full day of fun to get the most out of this experience, to enjoy specialty foods and ciders on-site, as well as exploring all the other places to see in the surrounding area.

**Q: Do I need to start the road trip experience at the cidery?**

A: No, you are free to start your experience at any location on the recommended itinerary and head over to the cidery for your cider and dine experience at the confirmed reservation time.





**Q: Is the Road Trip itinerary customizable?**

A: Your cider & dine experience at the cidery is the only booked element of the road trip experience, all other elements of the road trip are our recommendations of top picks of places to visit and are completely customizable & flexible to each guest based on your preference of the activity and the time frames available in your schedule. Pick and choose the activities that you would most like to do; these can be planned around your confirmed cider & dine reservation time. If you are looking at an afternoon/evening time slot for the cidery, then we would recommend starting at various other spots on the itinerary earlier in the day. Alternatively, you can book an earlier time slot at the cidery and then complete the experience with some of the activities on the recommended itinerary.

**Q: When following the itinerary, do we need to be at each stop at a specific time?**

A: The only element of the road trip that requires you to arrive at a specific time is the cider and dine experiences at the cider location. This experience is reserved for a dedicated 90 minute time frame and unfortunately cannot be adjusted to accommodate late arrivals as we need to ensure each area is properly cleaned and sanitized between bookings, before the next guest's arrival. The rest of the itinerary is completely customizable and flexible for guests based on their preferences, but please make sure to visit the websites of individual attraction points for information on covid restrictions, hours of operation, booking requirements and parking details.

**Q: Is there a time limit on my stay at the cidery?**

A: Each experience is reserved for a maximum of 90 minutes per booking and will commence at the confirmed start time of the reservation. This start time cannot be adjusted to accommodate late arrivals as we need to ensure each area is properly cleaned and sanitized between bookings, before the next guest's arrival. With this in mind, we ask that you arrive on time for your experience and leave the designated experience area after 90 minutes, however, feel free to explore the on-site store and open areas for as long as you would like or request for a table in the general seating area if preferred.





**Q: What is included in my charcuterie board?**

A: Spirit Tree: A delightful mix of artisan cheeses and cured meats, Ice Cider Pate, Cafe de Paris butter, accoutrements, herbed falafel with apple tzatziki and a selection of artisan bread. Vegetarian options are also available on request (must be requested in advance)

**Q: Is there a way to provide important information regarding food allergies or dietary concerns along with my online purchase?**

A: Yes, there will be a designated text box within the purchasing process for attendees to specify any food allergies or dietary concerns to accommodate for your experience.

**Q: Can I bring my kids with me to the experience?**

A: Yes, we would love to see your kids join you on this unique experience.

**Q: Are pets allowed to join the experience?**

A: While dogs are allowed on the front lawn, they are not permitted in the restaurant or the patio area where this cider & dine experience will take place, so unfortunately, as much as we love our furry friends, we ask that you refrain from bringing your pets with you for your experience.

**Q: Is there proper cleaning and sanitizing of the area between each experience?**

A: Yes, our team has left a 30-minute gap in between each experience to ensure each area will be properly cleaned and sanitized between bookings.

**Q: Do we need to wear masks when attending the experience?**

A: Masks will be required while at the cideries, however, they can be removed when seated at your table.





**Q: What forms of payment do you accept?**

A: We accept online payment in the form of Credit Card or Debit Card.

**Q: Can I show my purchase confirmation on my phone when I arrive at the location or will I need to show a physical receipt or proof of confirmation?**

A: We are a company that values sustainability and tries to be as environmentally friendly as possible. With this in mind, we definitely accept digital forms of confirmation for this experience which can be accessed on a mobile device. Please ensure that you download your confirmation prior to your check-in at the cidery to avoid any technical issues.

**Q: Is it okay if the name on the reservation does not match the attendee's name? \***

A: Yes, this is fine. When you arrive at the cidery to check-in, please ensure that you give the attendant the name under which the experience was booked. If you are purchasing the road trip experience as a gift for a loved one or friend, please make sure to reserve the experience under the name of the recipient of your gift.

**Q: What should I do if I did not receive a confirmation email after purchasing my package?**

A: We would recommend checking your spam folder first to see if it accidentally ended up in there. If it is not in the spam folder, please send an email to [contact@torontociderfestival.com](mailto:contact@torontociderfestival.com) and we can look into your order and re-send you the confirmation email.

**Q: Is there a shuttle available for guests to take to the experience?**

A: There is no shuttle service available for this experience, all attendees will be responsible for finding their own forms of transportation. We encourage all our guests to plan accordingly for this experience and to drink responsibly.





**Q: I would love to attend, but I'm not comfortable with driving after an experience of drinking?**

A: Due to the unique nature of this project and the fact that we are providing a road trip experience for our guest, we understand and are ever more cognisant of the element of drinking and driving. We have long advocated for drinking responsibly and encourage all our guests to plan & drink responsibly. With this in mind, we have structured the packages in a way that keeps the alcohol included in these packages within the permissible limits of the province of Ontario.

Furthermore, this activity structure of cider tastings and wine tastings already exist in wine country and apple country. What we are offering here is the opportunity for guests to get outside the city with a friend and enjoy the space to pair premium cider with an elaborate charcuterie board in an exclusive outdoor experience.

**Q: Is parking free at the location?**

A: Yes, parking is available on site and is free for all guests on a first come first serve basis.

**Q: Is accessibility parking available at the location?**

A: Yes, there is accessibility parking available for guests who may require it.

**Q: Is there accessibility seating and access to the designated area?**

A: The area we have hand-picked for this experience is unique to the general seating at the cideries. This means that it may not be very easily accessible for those who require a wheelchair or have mobility issues.

**Q: What if it rains on the day of my experience?**

A: If it happens to rain on the day of your reservation or there is inclement weather, there will be tents and umbrellas available to ensure you stay dry and can still enjoy your experience.





**Q: Can I cancel or reschedule the date of my experience? Do you offer refunds?**

A: Since the Road Trip 2021 experience is curated specially for you, we unfortunately are not able to accommodate any cancellations or date changes at this time without a significant impact on the cider and dine experience that you booked with us and the costs associated with our 3rd party vendors.

As a result, we have a no cancellation policy and do not offer any refunds, however we do understand that the unexpected can arise and are happy to provide you with an opportunity to have your cider & dine experience packed up in a take out option for you to experience at home (to be picked up from the cidery within 24 hours of the confirmed booking date).

**Q: Can I purchase more food or drink than what is provided in the initial experience?**

A: Yes, we encourage you to take a look at the menu at the cidery if you would like to try more of the incredible food and beverage options available to guests. Keep in mind that this will be a separate expense outside of the purchased experience and is not included in the cost of your package.

**Q: What additional items are available to purchase at the cidery location (i.e. food, drink, merchandise, etc.)?**

A: Following your unique experience, we encourage you to take some time to explore the on-site stores where you can purchase specialty ciders, foods, and merchandise to bring some of the favourite parts of your Road Trip experience home with you.

**Q: Are discounts available for large purchase quantities or for certain age groups (i.e. senior discount, student discount, etc.)?**

A: No, due to the exclusive nature of this experience, we do not have any discounts available, however, if you are looking to book a special party or event, please email us directly at [contact@torontociderfestival.com](mailto:contact@torontociderfestival.com) to explore possible customized experiences.





**Q: What happens if the province enters into another lockdown and we aren't able to travel to local communities for this experience?**

A: The continuation of our road trip experiences will solely depend on the government regulations related to travel and COVID-19 measures. In the case of the province entering into another lockdown, we are happy to provide our guests with the option to have your cider & dine experience packed up in a take out option for you to experience at home.

**Q: Who should I contact if I have any questions or special considerations?**

A: Please send an email to [contact@torontociderfestival.com](mailto:contact@torontociderfestival.com) for any other inquiries.

