



THE EXPERIENCE COMPANY

FREQUENTLY ASKED QUESTIONS

1. *Does The Experience Company do more than wine tours?*

Yes. We offer luxury lifestyle journeys to wine destinations in & beyond wineries and distilleries: gastronomy, outdoor, arts, beauty, corporate services... in the finest regions of France, Italy, Scotland and other countries famous for outstanding wines & spirits. Wine is the common link but we don't just do cellar visits; instead we offer life-size, full-scale experiences and trips celebrated with wine, champagne, whisky.... Find out more in Our Belief and How We Work on our website.

2. *Will The Experience Company arrange everything A to Z?*

Yes. We are your one-stop shop and unique point-of-contact, from visa application to on-site activities and even more. The perfect experience is not just getting a ticket but being offered a comprehensive service. While we are an all-inclusive travel agency and service company, we also understand the wish for flexibility. Some of you might want to book or use your own air transportation; others might want us to organize only a section of their trip. We are here to help whenever we can.

3. *Are the experiences and travel really tailor-made for me?*

Yes. It is all up to you: strict diets and taste preferences; types and styles of accommodation; languages from English to Mandarin to French; special interests, wishes and needs; favourite activities and what you've always dreamt of. And we'll be happy to inspire you with our experience itineraries and suggestions.

4. *How does The Experience Company ensure the quality of the service?*

With experience, certifications and pursuit of perfection. All our employees are seasoned luxury services, travel and wines & spirits professionals. We have visited, audited and validated the places and journeys we propose. The activities and partners are approved by authorities, and the venues meet all requirements. The devil is in the detail, so are we.

5. *Are there any age limits to enjoy these experiences?*

No, there are no age limits, we design experiences for all age groups. Children will be given a special program compliant with the country legislation on legal drinking / buying age - still enjoying a great experience. As for senior citizens, just inform us of any health conditions which we would need to be aware of, and we will plan your itinerary with these in mind.

6. *How should I pack? Can I buy wine directly and bring it back?*

It depends on your journey. Upon luggage weight, jet or flight transfers may be adjusted to meet safety requirements. Regulations for import / export of liquids will be met. It is sometimes possible to buy wine on-site, but in the eventuality it is not, we can work with distributors to ensure you can get a supply back in your home country.

7. *What are your payment terms?*

Our terms are in line with industry practice and all payments are secure. To secure your booking, we require a deposit of 25% of the total quotation - or minimum USD500. The balance is due no later than 60 days prior to departure, or at the time of booking if closer to departure. Full or part payment may sometimes be required before the balance due date (e.g. for flights or exclusive events). Please refer to the Terms & Conditions on the website. As The Experience Company holds a travel license issued by the Travel Agents Registry of the HKSAR, customers can benefit from the protection of the Travel Industry Compensation Fund and Package Tour Accident Contingency Fund Scheme if needed. You can travel with peace of mind.

8. *What should I expect when enjoying services from The Experience Company?*

A wealth of personal memories and life enrichment that money can't buy. Thanks to all the elements that are mutually required from us, you and our partners to craft exceptional experiences and journeys: health and safety in any circumstance; respect of culture and heritage; shared interests and passions; and top-quality service and attention.