

WINE ON Q

The Queensland Wine Club

Enquiries 1300 CEDAR CREEK / 07 5545 1666 104-144 Hartley Road, North Tamborine QLD 4272
info@cedarcreekestate.com.au Visit our online shop at www.cedarcreekestate.com.au



WINE ON Q

The Queensland Wine Club

WINE ON Q is the first of its kind in Queensland, showcasing 12 of Queensland's Best Wineries under one roof, with only the finest of premium styles, special reserve vintages and wines from each winery delivered directly to members across Australia.

Unlike other wine clubs that offer a discount on purchases, WINE ON Q offers more benefits than any other wine club in Queensland and the largest selection of wine from the Best of Queensland Wineries.

WINE ON Q members have a distinct advantage over other clubs in that we not only provide a range of styles and tastes, but also the flexibility to choose your own personal selection. All our wine comes with a 100% money back guarantee that you will be satisfied with the range and choices that you select.

It's easy to become a WINE ON Q member.

Simply ask our staff for a WINE ON Q membership form or email us or go online at www.cedarcreekestate.com.au and fill in your details and select the wines you would like and will send them to you at a time suitable to you.

When you join we will send you your first case automatically and then as time goes on, you will also receive a case of wine (12 bottles) from your chosen selection every six months.

You will receive more benefits than any other Wine Club in Queensland.

WINE ON Q Membership Benefits:

10% Discount off case buys of:

- Reds and Whites
- Q SELECTION - standing order of what the customer chooses
- Free Membership & Wine Tasting
- 10% Discount in the Hamblin Restaurant
- Free Wine delivery in South East Queensland*
- First carton - \$25 voucher for the Restaurant
- Second Carton - \$25 voucher - Open
- Third Carton - \$50 voucher for the Restaurant
- Fourth Carton - \$100 voucher - Open
- Birthday Gift
- E-NEWS - including Tasting notes and food matching recipes
- VIP Invitations to premier events. i.e. Opera on the Mountain, Winemakers Dinner, Festivals and more
- Introduce a friend and receive a FREE Bottle of Wine* or Voucher to the value of \$25! *Cedar Creek Estate Selection



WINE ON Q

The Queensland Wine Club

WINE ON Q Club Application Form

Member Details:

Mr Mrs Miss Ms Name:

Address:

Suburb: State: Postcode:

Phone: Mobile Fax:

Email

Delivery Details:

Same as billing address; or

Mr Mrs Miss Ms Name:

Address:

Suburb: State: Postcode:

Delivery Instructions:

Debit From Credit Card:

Credit Card Type: Visa Mastercard Diners Club (2% surcharge) Amex (2% surcharge)

Credit Card Number: Expires: /

Card Holders Name: Signature

By signing this form, I/We authorise Cedar Creek Cellars Pty Ltd to debit payments from my specified Credit Card above, and I/We acknowledge that Cedar Creek Cellars Pty Ltd will appear as the business name on my credit card statement.

Order Details:

Mixed Case of Reds Mixed Case of Whites

Q Selection

Signature:

This authorisation is to remain in force in accordance with the Wine on Q Membership Terms and Conditions that appears on the other side of this application form,

Signature:

Print Name :

Date: //

Fax to: (07) 55454762 or
Mail to: "Wine on Q" 104-144 Hartley Road, North Tamborine QLD 4272

Orders will not be accepted from, nor delivered to persons under the age of 18 years. Payment required at time of order. If paying by cheque, delivery will not commence until cheque has cleared. All discounts and offers are not to be used in conjunction with any other offer, discount or special.

Enquiries 1300 CEDAR CREEK / 07 5545 1666 104-144 Hartley Road, North Tamborine QLD 4272
info@cedarcreekestate.com.au Visit our online shop at www.cedarcreekestate.com.au

WINE ON Q

The Queensland Wine Club

Membership Entitlements

Wine Selection

The Cellar Door Manager carefully pre-selects the wine on biannual basis for you to enjoy a variety of styles. Members can select their wine case preference as either:

- Q Red case (a varying selection of red table wines and red sparkling wine)
- Q White case (a varying selection of white table wine and white sparkling wine)
- Q Q Selection – Your personal favourites from our full range of Queensland wines

You may change your biannual wine preference by contacting the WINE ON Q Administrator 14 days prior to dispatch of each biannual delivery. Detailed tasting notes will accompany each shipment to further inform members of the varietal style and wine characteristics. Members enjoy the privilege of accessing private label and limited collection wines, and always receive an opportunity to sample new vintage releases. Your wine club membership is designed to expose you to a diverse varietal selection and expand the boundaries of your palate with a focus on quality, so we encourage you to discover all the wines we choose each season. However if you find a wine within your biannual shipment that you do not wish to try, then you may return it (un-opened) to our Cellar Door and swap for another wine of equal or lesser value within two (2) weeks of receiving the delivery.

Free wine tastings at Cellar Door

Members are entitled to enjoy a free wine tasting at WINE ON Q Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day).

Discount

WINE ON Q Membership entitles the card holder to a 10% discount when dining à la carte in Hamblin Restaurant.*Conditions Apply. All members may be offered a special discounted price for events which are held at Cedar Creek Estate Vineyard & Winery, including winemaker's dinners, Opera on the Mountain, Scarecrow festivals etc.

Members receive a 10% discount for any purchases at Cellar Door or for any mail, phone, fax, email or internet wine orders. Discount is only valid on presentation of membership card, or by quoting membership number or name with accompanying identification. If a member opts to put the biannual case on hold, the membership discounts will be temporarily de-activated. Please note no further discounts apply on some special offers, please see the terms and conditions of the offers.

Our commitment to you

We guarantee you WINE ON Q Membership represent great value and exceptional benefits. As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, regular news articles to enhance your wine wisdom, and exclusive wine offers. Your ongoing feedback and loyalty is highly valued as we appreciate any opportunity to further enhance our VIP services and offer the very best wine club experience. If at any time you wish to contact us, our friendly WINE ON Q service team is dedicated to ensuring you receive maximum benefit from your membership.

Birthday Gift

As a valued WINE ON Q member we like to extend our warmest wishes to you on your birthday by sending you a special birthday gift. Gifts are delivered during member's birthday month.

100% Satisfaction Guarantee

We take pride in our service and our members are our very first priority. If you are dissatisfied with a product or service in anyway, please contact the WINE ON Q Manager on (07) 5545 1666.

Member Referral Reward

Share your WINE ON Q experience with friends and relatives. WINE ON Q rewards members who introduce new members to WINE ON Q. If you refer a new Member, we will send you a \$25 gift voucher or a bottle of wine to similar value. The vouchers can later be redeemed for purchases at Cedar Creek Estate.

WINE ON Q Membership Terms & Conditions

As terms and conditions may change, we advise you to check our website for regular updates. WINE ON Q membership applies to Australian residents only. You must be over 18 years of age to join WINE ON Q. If purchasing wine as a gift, you must be over 18 years of age.

Biannual wine delivery

WINE ON Q Gold Members receive two case deliveries of wine with a choice of either a red, white, mixed dozen or Q Selection. Each delivery consists of 12 bottles per case (value is subject to change without notice).

Delivery Schedule

Deliveries occur on the six month anniversary from date of first purchase. Members may opt to "skip" or "hold" a maximum of one shipment per year without voiding membership. If a case is held for more than 6 months, we reserve the right to cancel your membership and maintain your contact information on our database.

Delivery

FASTWAY COURIERS is contracted to deliver all wine shipments within Australia. WINE ON Q Member's will receive a case of wine every 6 months and will, delivered FREE anywhere within Brisbane, Gold Coast and Tweed Coast. Any additional wine orders will incur a freight charge depending on delivery destination. Please ask the WINE ON Q Administrator for applicable freight charges. Wine deliveries will occur during Monday to Friday between 8.30am and 5.00pm. It is important to advise us any delivery instructions to ensure your shipment is left in a safe place. If no specific delivery instructions are advised, and in the event that no one is present at the time of delivery, FASTWAY COURIERS will leave a notice (Calling Card), prompting you to call FASTWAY COURIERS to arrange delivery or pick up from a FASTWAY COURIER depot. WINE ON Q takes no responsibility for loss or theft of goods once received.

Breakages

If a shipment you receive is damaged in any way, please do not sign for the goods; give the damaged item back to FASTWAY COURIERS and notify the WINE ON Q Administrator as soon as possible. FASTWAY COURIERS will return the damaged case to the winery and once received, a replacement bottle/s will be re-sent to you as soon as possible. Any wines collected by FASTWAY COURIERS must be kept in the original box.

Lost or stolen membership cards

Please contact us immediately if your membership card is lost or stolen.

Change of contact or payment details

To ensure you maximise your membership and receive all communication including offers, invitations and newsletters, please notify us of any changes to your personal details, including valid contact and credit card information. Please note that some offers may only be sent via email, so please ensure your email address is registered with us.

Membership Cancellation

You may cancel your membership and wine delivery by contacting the WINE ON Q Administrator 21 days prior to dispatch of any biannual delivery. Cancellation must be received in writing via email or fax. All biannual deliveries are scheduled every 6 months from the date of joining. If you do not meet this deadline, the payment will be processed and the case will be sent to your specified delivery address.

Enjoy Cedar Creek Estate Vineyard & Winery Responsibly

Our team is committed to ensuring you enjoy our product in a responsible manner and are trained in the Responsible Service of Alcohol.

Privacy

WINE ON Q respects the privacy of all people and will handle all personal information in accordance with the Cedar Creek Estate Vineyard & Winery Privacy Policy. For a copy of the WINE ON Q Privacy Policy, please contact Cedar Creek Estate Vineyard & Winery or refer to www.cedarcreekestate.com.au