

FREQUENTLY ASKED QUESTIONS

What does the tour price I pay cover?

Pretty much everything except a tip for your driver and any extra wine you decide to purchase. Your transportation, tour guide, generous wine tastings at two wineries and a three-course meal with wine at the third wine establishment, and gratuities at the wineries and restaurant are all included.

How much do the tours cost?

Lunch tours are \$99.50 plus tax, per person. Dinner tours are \$109.50 plus tax, per person.

Do you offer lunch and dinner tours daily?

Yes, as long as we have a minimum of four guests, the tour will go on.

How do the tours work?

Our tour guide begins his hotel pick-ups Monday-Saturday at 11:30 a.m. (lunch) and 5:30 p.m. (dinner) and Sunday at 12:30 p.m. (lunch tour only). Once all the guests are aboard, your professional guide will discuss Texas wine making and a brief history of Grapevine. Once you arrive at your first winery, you'll enjoy a wine tasting for approximately 45 minutes. Then the tour proceeds to the second and third stops. At the conclusion of the tour, your guide will return you to your original pick-up location.

What if I am a local and not staying at a hotel?

Our regular pick-up hotels welcome you to park in their lots and board our bus there. The Embassy Suites Outdoor World and Hilton DFW Lakes offer complimentary parking.

Is it ok to park at the hotels you pick up at?

Yes, parking is complimentary at Embassy Suites Outdoor World and Hilton DFW Lakes. There is a fee for all parking at the Gaylord Texan Resort.

Which wineries will I go to?

We have seven fantastic wineries in Grapevine. We schedule the wineries based on group size, time of day and the wineries' availability. We can usually accommodate special requests if you contact us in advance.

When is the meal served?

Typically lunch tours enjoy their meal at the second stop (approx. 1:00 p.m.) and dinner tours enjoy their meal at the third stop (roughly 8:00 p.m.), though there are variations at times.

Is gratuity for your tour guide included in the price?

No. Please let your guide know how much you appreciate his professional and informative tour by tipping him at your discretion at the conclusion of your tour.

Where do you pick up at the hotel?

We pick up at each of the following locations:

Embassy Suites Outdoor World: Ballroom entrance on the west side of the hotel

Hilton DFW Lakes: Main lobby circle drive near the bell stand
Gaylord Texan: Tour lobby entrance

What are the hotel's addresses?

Embassy Suites Outdoor World
2401 Bass Pro Drive
Grapevine, TX 76051

Hilton DFW Lakes Hotel
1800 Texas 26
Grapevine, TX 76051

Gaylord Texan Resort
1501 Gaylord Trail
Grapevine, TX 76051

How long do the tours last?

Our lunch and dinner tours typically run four hours in length. We usually allow an extra 30 minutes on our weekend dinner tours for our guests to enjoy their meals at a more leisurely pace.

Are there vegetarian, vegan and gluten-free options at your meal?

Yes, just let us know in advance of your preferences.

What if I have dietary restrictions or allergies?

The restaurants will do their best to accommodate your needs. Please let your tour guide and/or server know your dietary requests.

Are there any beverages other than wine offered on the tours?

You are welcome to enjoy a soft drink, iced tea, coffee or water with your meal at no additional charge.

How soon should I book in advance?

Our weekend tours sell out regularly, so we recommend you book as soon as you know your preferred date to ensure a spot in our tour.

Can I pay book/online?

Yes, please visit www.grapevinewinetours.com, click on the "Pricing and Reservations" tab, then the "Book Now" button.

Do I need to print tour tickets?

No, please give your name, or the name under which your party was booked, to your guide as you board the tour bus.

Do I have to purchase tickets in advance? Can I pay cash?

All tickets must be pre-paid via credit card. Our tour guides do not accept any form of payment. You MUST have a reservation prior to the tour.

What is your cancellation policy?

You must contact us 24 hours prior to the tour start time for a full refund.

If a tour is sold out, is there a waiting list?

Yes, please call 817.259.WINE (9463)

Can I book a private tour?

Yes, please call with your chosen tour date for details. There may be a minimum guest requirement and additional charge.

How do I redeem my gift certificates?

Please call 817.259.WINE (9463) to make your reservation and let the reservationist know your gift certificate number upon booking. Your tour guide will collect your gift certificates at the beginning of the tour, so be sure to bring them with you.

How much food is served on the tours?

You will enjoy a three -course meal, including a salad or soup, entree and dessert. Plus wine, of course.

What restaurants will we visit for our meal? We typically visit Farina's Winery or Winewood Grill.

Are cameras allowed on the tours?

Yes, please take as many photos as you like and make sure to share and check in on Twitter and Facebook, too!

Who should attend?

Anyone wanting to explore a unique side of North Texas and discover why Texas is the 5th-largest wine-producing state in the USA. Anyone that loves great wine, delicious food and having fun!

Do you offer corporate and convention group tours?

Yes, we are known for turnkey service, great pricing and customized tours sure to fit your budget and time preferences. Please contact our group sales manager by calling 817.259.WINE (9463) and pressing 2.

How much walking is involved?

Minimal walking is required, though you may choose to walk around Grapevine's historic Main Street following your meal (time permitting).

Are gift certificates available?

Yes, they are a favorite for VIP and employee gifts, stocking stuffers and auction prizes. You may purchase certificates online at www.grapevinewinetours.com or by calling 817.259.WINE (9463).

Do the tours have anything to offer a native Texan?

Yes, they offer a relaxing, fun and safe way to discover a different side of North Texas that most natives haven't seen, including three of Grapevine's seven award-winning wineries.

May I bring my dog on the tour?

No dogs, please. And no cats, ferrets or snakes either, for that matter.

Do the tours start and end at the same place?

Yes

Are the wine tours conducted in rainy weather?

Yes, our tours run rain or shine.

Are the tours accessible by wheelchair?

Unfortunately, no.

What should I wear?

Our tours are casual and comfortable. Wear whatever you like (within reason!).

What should I bring along?

A camera, your appetite and a fun spirit!

Can I shop during the tours?

We often have extra time after lunch during our lunch tours and allow for some shopping time in historic Downtown Grapevine.

How many people will be in our group?

Anywhere from 4 to 25 guests.

Are tours offered only in English?

Yes, currently; though we'd love to find a bilingual guide if you know one!

Are bathrooms available during the tours?

Yes, each stop has public restrooms.

Are we required to sign a waiver?

Yes

Are the tours fast-paced?

The tours have a relaxing pace as we proceed from location to location.

How do I book a large group with guests that are paying individually?

Have your group "leader" contact 817.259.9463 and let us know the name of your group and how many guests you expect. We will place a hold for those guests. Then the guests will go online and individually reserve/pay for their tour at www.GrapevineWineTours.com. Please make sure to note the group name under which your reservation is being held.

Do you offer anything different for groups celebrating special occasions?

We offer a free tour for the bachelorette or other individual celebrating a bachelorette or birthday party (or other special occasion) with 10 or more paying guests in their group.

Are children allowed?

No minors under the age of 18 are allowed on the tour. Minors over the age of 18 may join as non-drinking guests and pay a discounted price.