

# FAQ

**Do privately booked tours include tasting fees? Ans:** Privately booked tours do not include tasting fees. Tasting fees average \$10-15 at each location.

**Are tasting fees and food included with my ticket purchase? Ans:** Tasting fees and food items are not included with ticket purchase.

**How long can you stay at each location? Ans:** On average we try to stay at each stop for a minimum of 1 hour.

**Does the shuttle follow a specific route? Ans:** Yes, each route is mapped out 72 hours prior to departure.

Some of the venues have farm animals roaming their property that are always looking for some attention or a quick snack. Your new best friend may just be a free roaming chicken, donkey or an alpaca!

**Are children allowed to attend the tours? Ans:** Yes, Backroad Country Tours is family friendly, however, a regularly priced ticket will have to be purchased for them.

**Are pets allowed on the shuttle? Ans:** Sorry we do not allow pets on our buses.

**Do the venues offer food or snacks? Ans:** Yes, each venue we visit have a variety of food offerings to choose from.

**Do I have to carry my purchased items from venue to venue? Ans:** No, you can leave your items with the driver and you can pick them up when the tour is over at the end of the day.

**Can I take pictures and videos of our day? Ans:** YES!! Take as many pictures as you like. By purchasing tickets or chartering a private tour you agree that Backroad Country Tours has the right to take pictures/videos of guests during the tour and they can be used for social media posts and for promotional purposes.

**What if we miss our scheduled pick-up time? Ans:** We will return to pick you up but a \$25 late fee will be assessed for each guest that will need to be paid to the driver prior to boarding the shuttle.

**What is your cancelation policy? Ans:** All cancellations must be requested in writing 7 days prior to the scheduled tour for a full refund. Any reservations not cancelled 7 days prior to departure will result in a 50% refund. Send an email to [ride@backroadcountrytours.com](mailto:ride@backroadcountrytours.com) for all cancellations.

**What if I get sick? Ans.** We offer sickness bags to all guests that need them. Non-use of the sickness bags will result in in a **\$500 cleaning fee per incident.**

**What should I wear? Ans.** Please dress according to the weather, most of the venues we visit offer indoor and outdoor seating, If there is a chance of rain you may want to bring an umbrella just in case. Personal fans are encouraged during the hot months.