



PIPPIN HILL FARM
& vineyards

FREQUENTLY ASKED QUESTIONS

In General...

WHAT ARE YOUR NORMAL OPERATING AND KITCHEN HOURS?

- ★ Tuesday - Sunday we are open from 11am to 6pm. The Kitchen changes to a Nosh (snack) menu at 4pm and completely closes at 5pm. Last call for tastings at the table is 5:30pm and the property will close at 6pm.
- ★ We post any changes to our hours on our [**website pop-up**](#).
- ★ It is always best to call to get the most up-to-date information, especially on the weekends.

ARE YOUR COVERED VERANDAS ENCLOSED DURING THE COLDER MONTHS?

Yes, both Verandas are covered and enclosed by the beginning of November and have heaters to keep them warm. When the weather permits, we do open the windows to allow fresh air in.

DO YOU ALLOW DOGS?

Yes. Dogs are welcome on a leash in our outside areas including the Veranda tables, the Lawn and Igloos.

DO YOU ALLOW OUTSIDE FOOD?

We do not allow outside food, beverage or coolers.

DO YOU HAVE AN AGE RESTRICTION?

You are able to join us and enjoy food if you're under 21. You will just have your hands marked at the door to indicate to your server that you're under 21.

DO YOU SELL GIFT CARDS?

Yes, gift cards are available on our website [**at this link**](#).

WHAT'S THE DIFFERENCE BETWEEN TASTING ROOM, VERANDA, AND RESERVE ROOM?

- ★ Tasting Room = Inside
- ★ Reserve Room = Inside
- ★ Veranda = Covered & Enclosed Outside
 - *All of these spaces are considered reserved table areas that have the same menu for food and wine.*

HOW DO WE DO A TASTING?

- ★ Tasting flights are available only at our reserved tables.
- ★ Tastings are NOT available for lawn service or without a reservation.



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- ★ You're able to select from three pre-selected flights and try four of our wines.

ARE WALK-INS WELCOME?

- ★ Yes, walk-ins are always welcome to sit on our lawn and have food and wine by the bottle.
- ★ We're not able to guarantee table service for walk-ins.
- ★ Please be aware that on weekends we do fill up and due to limited parking, we may reach capacity and not be able to allow anymore cars through. We strongly encourage carpooling and checking our website day-of for our hours of operation (we do close early if we have a private event).

CAN I SEE A COPY OF YOUR MENU?

Our current sample menu is linked on the pop-up [on our website](#).

This is subject to change so call for the most up to date information.

WHEN ARE YOU OPEN FOR EVENING HOURS?

We list all of the dates and hours we are open for dinner on our [website](#). Reservations are strongly encouraged, which you can make via [Resy.com](#).

WHAT DO WE NEED TO KNOW IF WE ARE TRAVELING WITH A TRANSPORTATION PROVIDER?

If you are traveling with a transportation provider, we ask that you fill out the form listed on our website at this [link](#). We are able to accommodate a limited number of larger vehicles on the property per day.

Regarding Reservations

DO WE NEED RESERVATIONS?

- ★ Reservations are highly recommended daily for table service and are available on [Resy.com](#).
- ★ We are not able to guarantee table seating for walk-ins, but walk-ins are welcome to sit on the lawn and order food and wine by the bottle.
- ★ If you do not see availability on Resy, we are fully committed for reservations at that time. To join the waitlist, click "NOTIFY" on Resy and you will be notified via Resy if a reservation becomes available. Do note that with the "NOTIFY" feature, you are unable to choose indoor vs. enclosed outdoor seating, you will be notified if any table becomes available.

HOW SOON DO YOU FILL UP FOR RESERVATIONS?

- ★ We fill up very quickly, especially for outdoor seating, so reservations are recommended in advance.
- ★ Reservations are also recommended for weekdays, so please visit [Resy.com](#) for availability on your preferred date.



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I ONLY SEE “TASTING ROOM” AVAILABLE ON [RESY.COM](https://www.resy.com), ARE YOU BOOKED ON THE VERANDA?

Yes - if you don't see a button that says Veranda, that means we are booked completely for that date.

HOW FAR IN ADVANCE CAN I MAKE A RESERVATION?

Reservations are released 30 days in advance on [Resy.com](https://www.resy.com)

HOW LONG DO WE HAVE AT THE TABLE?

- ★ 90 minutes. Your reservation begins promptly at your confirmed reservation time.
- ★ If you arrive early for your reservation, we invite you to purchase wine by the bottle to enjoy while walking the grounds. Please note that due to our current safety measures and protocols, we kindly request you to remain outside of the Veranda and Tasting Room until your exact reservation time.
- ★ If you arrive late, please understand this will cut into your allotted 90 minutes as reservations are stacked back to back.

CAN WE STAY AFTER OUR RESERVATION?

- ★ Yes, you can move to the lawn after your table experience and are welcome to enjoy additional food + wine by the bottle.
- ★ We recommend that you bring a blanket or camping chairs to sit on on the lawn as we don't provide lawn furniture.

WHAT IF THE RESERVATION I'M LOOKING FOR ISN'T AVAILABLE ON [RESY.COM](https://www.resy.com)?

- ★ [Resy.com](https://www.resy.com) has our most up to date availability for reservations.
- ★ If you do not see availability on Resy, this means we are booked for table reservations. You're still able and welcome to visit as a walk-in on the lawn without a reservation.

HOW CAN I BE NOTIFIED IF A RESERVATION BECOMES AVAILABLE?

- ★ Select the “Notify Me” button on Resy.com. This adds you to our digital cancellation list for a table reservation.
- ★ Although you may be notified of an available table, the table is online and may be secured by a different guest as we book up extremely quickly when reservations are live.

CAN WE MOVE FROM A TABLE INSIDE TO A TABLE ON THE VERANDA OR VICE VERSA?

- ★ We're not able to guarantee that we can move the party, but you're welcome to express your preferences for seating on the notes section when you make your reservation on Resy.com.



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Covid-19 Related Questions

WHAT ARE YOU DOING FOR COVID PRECAUTIONS?

- ★ We have hand sanitizer stations/dispensers located around the building.
- ★ All of our staff are wearing masks and/or face shields.
- ★ All staff members in our kitchen handling food are wearing gloves. Servers are either wearing gloves or washing hands prior to handling food.
- ★ Tables are spaced out and service has been modified to socially distance servers and minimize contact at the table.
- ★ Staff members wash hands frequently.
- ★ Sanitation protocol in progress for high touch areas.
- ★ We highly encourage cashless transactions.
- ★ Facial coverings are required while moving around the common areas of the property including indoor the Tasting Room and walking to your Veranda table or Lawn space.

WHAT ARE YOUR SOCIAL DISTANCING POLICIES INSIDE?

- ★ Our tables are spaced out and service has been modified to socially distance servers and minimize contact at the table.
- ★ Our staff is wearing PPE (mask / gloves for anyone handling or running food).
- ★ Facial coverings will be required while moving around the common areas of the property including indoor the Tasting Room
- ★ See the above question on our additional Covid precautions.

When It Rains

ARE YOU OPEN WHEN IT RAINS?

Yes, we are open rain or shine!

IS THE VERANDA COVERED?

Yes, Veranda tables are covered.

WHAT HAPPENS IF IT RAINS ON THE LAWN?

- ★ We're not able to accommodate lawn walk-ins with covered tables.
- ★ In the case of inclement weather and for the safety of our staff and guests, we ask that you move to our indoor Granary area where you can stay dry and enjoy the same contactless service as the lawn. The indoor space available in the case of inclement weather is subject to availability based on events, capacity, etc.



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About The Lawn

HOW DOES THE LAWN SERVICE WORK?

- ★ Our hosts will direct you to a bar where you can place your order for food and wine by the bottle.
- ★ We do not have tastings or wine by the glass on the lawn.
- ★ You'll receive your wine immediately, and we'll send you a text when your order is ready for pickup.

IS THERE SHADE OR OVERHEAD COVER ON THE LAWN?

- ★ We do not have a structure on the lawn as overhead cover for walk-ins. We are on a hill so there is little shade.

IS THERE A GUEST COUNT LIMIT ON THE LAWN?

The largest party size we can accommodate on the lawn is 10 guests.

ARE THERE TABLES ON THE LAWN?

- ★ We do not have furniture or tables on the lawn.
- ★ You're welcome to bring a blanket or folding camping or beach chairs to make yourself more comfortable on the grass.

CAN WE BRING OUR OWN CANOPY TENT?

- ★ Yes, we have designated areas for you to set up your own canopy tent.
- ★ Inquire at the host stand for more information about setting up your own tent.

IS THERE ANY WAY TO WARM UP ON THE LAWN?

- ★ We do not have standing heaters on the lawn, but we have 3 gas fire pits on our stone dust walkway.
- ★ The fire pits are for communal guest use, so you are welcome to walk by and warm up, but we ask that you be mindful of other guests and social distancing while using the fire pits and not move any furniture near them or remain by them long term during your visit.
- ★ Fire pits are not reservable as they are for communal guest use.

ARE THERE ANY SPECIAL WINTER OFFERINGS ON THE LAWN?

- ★ Yes, we have several offerings exclusive to the lawn and available for purchase at our Grab-And-Go ordering station including s'mores kits, hot chocolate, and hot apple cider.



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About The Veranda

IS THE VERANDA AIR CONDITIONED DURING THE WARMER MONTHS?

- ★ No, the Veranda is an open air space and is considered our outside seating area.
- ★ We do not have cooling or misting fans on the Veranda.

IS THE VERANDA HEATED DURING THE COOLER MONTHS?

- ★ Yes, the Veranda does have heaters that are turned on when the weather calls for it!

IS THE VERANDA COVERED?

Yes

About Hygge Hideaways (Igloos) - Available now through March 28, 2021

WHAT HAPPENS IF THERE IS INCLEMENT WEATHER?

- ★ **WIND** - In the event we are experiencing high winds (gusts are more extreme on the hilltop), we will suspend Igloo service until it is deemed safe to resume. We monitor the weather reports closely and will make a call before opening and reach out to all reservations should we need to suspend service. If high winds happen unexpectedly during service, we will suspend service and do our best to move everyone inside. Relocating indoors will be subject to availability. ****If we are unable to relocate you on the day of your reservation, please use RESY to reschedule on another day with our apologies.****
- ★ **SNOW** - In the event we need to close due to snow/icy conditions, we will reach out to all reservations to inform them and work with them to reschedule. Should unexpected conditions occur during service, we will suspend Igloo service. Relocating indoors will be subject to availability. ****If we are unable to relocate you on the day of your reservation, please use RESY to reschedule on another day with our apologies.****
- ★ **RAIN** - Igloo service will continue through rain unless conditions become unsafe for us to do so. In the event of a thunderstorm, torrential rains, and/or lightening, we will suspend Igloo service until it is deemed safe to resume. We monitor the weather reports closely and will make a call before opening and reach out to all reservations should we need to suspend service. If dangerous conditions happen unexpectedly during service, we will suspend service and do our best to move everyone inside. Relocating indoors will be subject to availability. ****If we are unable to relocate you on the day of your reservation, please use RESY to reschedule on another day with our apologies.****



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HOW DO I RESERVE AN IGLOO?

- ★ Our most up to date availability is online on [Resy.com](https://www.Resy.com). Reservations are released 30 days in advance. Igloos are available now through Sunday, March 28, 2021.

WHAT IS THE PRICE FOR AN IGLOO?

- ★ Pricing for the Igloo rental is \$250 per Igloo for 11am and 1:30pm reservations and \$200 for 4pm reservations for a rental period of 2 hours.
- ★ Additional food, wine, tax, and automatic gratuity (20%) are not included in this price.

HOW DOES THE IGLOO SERVICE WORK?

- ★ Our hosts will direct you to your reserved igloo, and your server will greet you. You will have table service and access to our full a la carte food menu. You are able to order wine by the glass and bottle in your igloo.
- ★ Your reservation includes a wine tasting per adult guest and a cheese board that will be suitable for your guest count.
- ★ Igloos have the same safety protocols as our seated tables with our staff standing distanced and wearing masks. The use of a drop off table allows for lower contact service interactions.
- ★ Reservations at 11am and 1:30pm are able to order from our full a la carte food menu. Reservations at 4pm are able to order from our limited afternoon menu.

CAN I BRING MY DOG?

- ★ Yes, well-behaved dogs are welcome in our Igloos!

HOW MANY GUESTS CAN AN IGLOO ACCOMMODATE?

- ★ Our igloos can accommodate parties of up to 6 guests, and children are included in the guest count.

ARE THE IGLOOS WARM?

- ★ Our Igloos tend to retain heat and warm up over the course of the day as they are warmed by the sun.
- ★ If you are prone to being chilly, it is advisable to dress warmly for your experience!
- ★ Igloos may be chillier on rainy days.
- ★ We are in the process of adding small guest-controlled heaters that can help warm your igloo for your reservation.

HOW ARE THE IGLOOS CLEANED?

- ★ We ask for guests to help us maintain air circulation within the igloo by keeping the windows and door open.



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- ★ Our reservation timing allows for a cleaning protocol between reservations.
- ★ We wipe down all surfaces and furniture with disinfectant, spray an air sanitizer that helps purify the air between reservations as well as use an air purifier in each igloo to constantly ‘clean’ the air.

WHAT HAPPENS IF I AM LATE FOR MY RESERVATION?

- ★ It is very important that you arrive on time for your reservation - due to the structure of the reservations with our required cleaning protocols in combination with the high demand for igloo reservations, we do not have the flexibility to let parties sit for beyond their allotted reservation time. If you cannot avoid being late for your reservation, please know that the time slot and cost will not change.

Parties of 6-10 in Table Service

WHAT'S A VINTNER'S TABLE?

The Vintner's Table is our 4 course prix-fixe food and wine pairing experience available for \$105 per person; available by emailing rhianon@pippinhillfarm.com