



PIPPIN HILL FARM
& vineyards

FREQUENTLY ASKED QUESTIONS

In General...

WHAT ARE YOUR NORMAL OPERATING AND KITCHEN HOURS?

- ★ Tuesday - Thursday we are open from 11am to 5pm. The full menu is available until 4:30pm with meat and cheese snacks available until 5pm. Last call for tastings at the table is 4:45pm and the property will close at 5pm.
- ★ Friday - Sunday we are open from 11am to 4:30pm. The full menu is available until 3:30pm with meat and cheese snacks available until 4:30pm. Last call for tastings at the table is 4:00pm and the property will close at 4:30pm.
- ★ We post any changes to our hours on our [website banner](#).

WHEN DO THE VERANDA ENCLOSURES BECOME OPEN AIR WITH THE WINTER GLASS ENCLOSURES REMOVED?

Typically the last week in April or beginning of May, depending on the weather.

DO YOU ALLOW DOGS?

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

DO YOU ALLOW OUTSIDE FOOD?

We do not allow outside food, beverage or coolers. Due to ABC laws, outside alcohol is not permitted.

DO YOU HAVE AN AGE RESTRICTION?

Our staff diligently IDs guests for our ABC licensure compliance and for guest safety. If your party has a guest who is under age 21, we require you to have a reservation at a table.

Guests that are under age 21 without a parent or guardian will not be permitted to visit for our grab & go service on the lawn. If your party has an underage guest and you do not have a reservation, you will be turned away at the host stand on arrival.

DO YOU SELL GIFT CARDS?

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



HOW DO WE DO A TASTING?

- ★ At reserved tables, tasting flights are available, and you're able to select from three pre-selected flights and try four of our wines.
- ★ For walk-ins joining us on the lawn, we have a single grab-and-go style wine tasting option.

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 our guests to carpool to reduce the number of vehicles.

CAN I SEE A COPY OF YOUR MENU?

Our current sample menu is linked in the top center on the home page of [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](#). If a transportation request has not been approved prior to visiting, they will be turned away upon arrival. 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. With the "NOTIFY" feature, you are unable to choose indoor vs. covered Veranda seating, and you will be notified if any table becomes available. Please note, this is **not** a reservation and a table will not be held for you unless you have a confirmed reservation.



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HOW SOON DO YOU FILL UP FOR RESERVATIONS?

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

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

Yes - if you don't see the option for “COVERED 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.

HOW LATE CAN I BE FOR MY RESERVATION FOR YOU TO HOLD THE TABLE?

- ★ If you are running late, please give us a call as soon as possible at 434-202-8063.
- ★ Our staff will reach out to you if you are running late, and if you do not respond to our texts or calls, after 30 minutes, we will be unable to accommodate your reservation
- ★ If you miss your table reservation, you are still able to join us on the lawn for our grab & go offering.

CAN WE STAY AFTER OUR RESERVATION?

- ★ Yes, you can move to the lawn after your table experience and are welcome to enjoy additional food and wine by the bottle.
- ★ We recommend that you bring a blanket or camping chairs to sit on on the lawn. We do rent a limited number of chairs as well as have a few ‘picnic’ style tables available but they tend to go quickly so we always recommend bringing your own chairs/blanket just in case!



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WHAT IF THE RESERVATION I'M LOOKING FOR ISN'T AVAILABLE ON RESY.COM?

- ★ **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.

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.
- ★ 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 throughout the lawn.

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 inside the Tasting Room.



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WHAT ARE THE CURRENT CAPACITY RESTRICTIONS FOR INDOORS/OUTDOORS?

- ★ Virginia's current group size maximum allowance for indoors is 50 and 100 outdoors.
- ★ The largest group we can accommodate for table service indoors is 10; larger groups are considered a private event.
- ★ The largest group we can accommodate on the lawn is 25; larger groups are considered a private event.

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 do ask that you retreat to your vehicle until you are able to rejoin us on the lawn once it is safe/ dry enough to do so. There may be limited occasions during the wedding season (April-November) when we are able to accommodate guests in our Granary if there is not an event that evening.

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 and grab-and-go wine tastings.
- ★ We do not have 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. The other option for shade is renting a canopy tent, if available.



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CANOPY TENTS RENTAL POLICIES / PRICING

- ★ We have 10-12 canopy tents available for rent; they cannot be reserved ahead of time but rather through the hosts upon arrival.
- ★ Tents rentals are \$25 per hour and can comfortably accommodate 10 people under the canopy.

PORTABLE CHAIR RENTAL POLICIES / PRICING

- ★ We have 20-25 portable chairs available for rent; they cannot be reserved ahead of time but rather through the hosts upon arrival for \$7 per chair.

IS THERE A GUEST COUNT LIMIT ON THE LAWN?

The largest party size we can accommodate on the lawn is 25 guests.

ARE THERE TABLES ON THE LAWN?

- ★ We have a very limited number of picnic style tables available on a first-come-first-serve basis near our herb garden that do go very quickly so we always encourage guests to bring their own blankets or camping/portable chairs

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.

CAN WE BRING OUR OWN FOOD/BEVERAGES/COOLER?

- ★ We are a full-service restaurant so we do not permit any outside food or beverage of any kind as it is a health code violation.
- ★ Coolers with ice only to chill wine/food purchased on property are permitted but will be checked by the attendants and approved before you head to the lawn.

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