



## FREQUENTLY ASKED QUESTIONS

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### *In General...*

#### **WHAT ARE YOUR NORMAL OPERATING AND KITCHEN HOURS?**

- ★ Please see the **Visit Us** page on our website for our most up-to-date information about our hours.
- ★ *We are closed Mondays.*

#### **DO YOU ALLOW DOGS?**

- ★ Yes. Dogs are welcome on a leash in our outside areas including the Veranda tables and the Lawn. Dogs are not permitted as part of our Estate Tour & Tasting.

#### **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 two 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.
- ★ ***We also offer a new Estate Tour & Wine Tasting*** by [reservation only](#).  
The experience begins with a walking tour of our grounds, vines, and gardens followed by a 60 minute wine tasting of 6 wines at a bar along with small food pairings. The experience concludes with a selection of light snacks that you're able to enjoy on our lawn or at a table. This experience is available to book Fridays-Sundays on Resy.com. Due to the wine focused nature of this experience, guests underage 21, including children, are not permitted for bookings. Learn more about our Estate Tour & Tasting on **our website here**.



### 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 and arrive early 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 menu is subject to change, so please call our Tasting Room line for the most up to date information.***

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

If you are traveling with a hired 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, your group will be turned away upon arrival. We are able to accommodate a limited number of larger vehicles on the property per day.

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## *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.

### 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](#) for availability on your preferred date.

### I ONLY SEE "INSIDE TABLE" AVAILABLE ON [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) at 8am ET.

### 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.
- ★ If you arrive late, please understand this will cut into your allotted 90 minutes as reservations are stacked back to back. We are only able to hold a table for 15 minutes before releasing it to the waitlist.

### 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 15 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, time permitting.
- ★ 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!

### 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?

- ★ Clicking the "Notify" button does not guarantee reservation availability. Due to the volume of inquiries we receive for reservations, the Notify list is an ineffective way to contact our team. We recommend that you reach out to us directly by phone or at [reservations@pippinhillfarm.com](mailto:reservations@pippinhillfarm.com) if you have specific questions about availability.
- ★ We are best able to field reservation inquiries by phone & email Monday-Friday, and we are typically unable to accommodate same-day reservations availability for weekends.



### **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 in the notes section when you make your reservation on Resy.com.

### **WHAT IS YOUR TIPPING POLICY?**

- ★ For your convenience, we have added a 20% service charge to all parties seated for table service on the Veranda and indoor dining rooms.
- ★ Please request a manager should there be any issue during your visit.

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## *Covid-19 Related Questions*

### **WHAT ARE YOU DOING FOR COVID PRECAUTIONS?**

- ★ We are following our state and local guidelines when it comes to all things Covid-19 related. As the guidance evolves, we evolve our operations accordingly.
- ★ In accordance with the latest guidance, we are not enforcing mask restrictions for our guests.

### **WHAT ARE THE CURRENT CAPACITY RESTRICTIONS FOR INDOORS/OUTDOORS?**

- ★ Groups larger than 10 can be accommodated on our lawn with our Grab and Go food and wine available for purchase. Please note, our ability to accommodate groups on the lawn is often limited by our parking, and we may not be able to accommodate larger parties depending on the day.
- ★ Using hired transportation is strongly recommended for parties greater than 10.
- ★ For the best experience for your larger guest count, consider booking a private event in advance and inquire with our form [at this link](#).

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## *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 retreat to your vehicle until you are able to rejoin us on the lawn once it is safe and dry enough to do so.

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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 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 from a designated area.

### **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.

### **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 \$7.50 per chair.

### **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 FOOD/BEVERAGES/COOLER?**

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

## *About The Veranda*

### **IS THE VERANDA COVERED?**

- ★ Yes

### **IS THE VERANDA HEATED DURING THE COOLER MONTHS?**

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



## **WHEN DO THE VERANDAS BECOME ENCLOSED?**

- ★ We install our glass enclosures during the last week of October and into the first week in November for the Reserve Room Veranda. Please note, the enclosures have sliding panels that open allowing the outside air in and are only completely closed when the temperature on the veranda cannot maintain a comfortable temperature with just the heaters on.