



PIPPIN HILL FARM  
& vineyards

## 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.
- ★ *Mondays - Tuesdays – food trucks and wine service - Summer 2022*
  - On summer Mondays and Tuesdays at Pippin Hill, we offer our full wine service at reserved tables which includes wine by the glass and bottle and self-guided wine flights.
  - Although our *kitchen is closed on Mondays and Tuesdays* we feature a rotating selection of food trucks on site with food available for purchase. A list of upcoming food trucks will be posted on the Visit Us page of our website.
  - Please order your food from the food truck as you enter and enjoy it at your **reserved table**.
- ★ *Wednesday - Sunday - standard a la carte service of food and wine*
  - On Wednesday - Sunday, we offer our standard **a la carte menu** of wine by the glass and bottle, self-guided wine flights, and shared plates and small plates from our Tasting Room kitchen.
  - Reservations are available **at this link**.

#### HOW CAN WE BOOK RESERVATIONS?

- ★ Parties of up to 6 are able to book via Resy **at this link**. Reservations release 30 days in advance at 8am Eastern.
- ★ Parties of 7+ and guests coming with hired transportation (such as a limo or bus), should fill out our request form **at this link** about 30-35 days from your planned arrival date. This form does not guarantee table availability but is required for visits for parties of 7+ and guests with hired transportation. We respond to requests within the 30 day booking window, but you are able to submit it a few days in advance.

#### 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.



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### 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](#).

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

- ★ Tasting Room = Inside
- ★ Reserve Room = Inside
- ★ Veranda = Covered & 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?

- ★ 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 15-20 minute walking tour of our grounds, vines, and gardens where you'll hear our viticulture story followed by a 60-minute wine tasting of 6 wines at a bar along with small food pairings. After your bar tasting, we will seat your party at a table and provide additional wine and 2 of our signature dishes. You may order additional food and wine once seated at the table. Due to the wine-focused nature of this experience, guests under age 21, including children, are not permitted for bookings. Learn more about our Estate Tour & Tasting [at this link](#) and book with a credit card.

### 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 any more cars through. We strongly encourage our guests to carpool and arrive early to reduce the number of vehicles.



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### CAN I SEE A COPY OF YOUR MENU?

- ★ Our current sample menu is linked on the header of [our website](#).

*This menu is subject to change, so please email [info@pippinhillfarm.com](mailto:info@pippinhillfarm.com) and we can send you the most up-to-date version if needed.*

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

★ If you are traveling with a hired transportation provider or are a party of 7+, 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](#).
- ★ *For parties of 7 or more, please [visit this link](#) to complete a group reservation request. Please note you will be unable to make a reservation for groups of this size via Resy or over the phone.*
- ★ 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 "INDOOR 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](#) at 8 am EST.

#### HOW LONG DO WE HAVE AT THE TABLE?

- ★ 90 minutes. Your reservation begins promptly at your confirmed reservation time.



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- ★ 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. Please give us a call at 434-202-8063 and press extension 1 to reach the Tasting Room to let us know you are running late.

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

- ★ Please give us a call at 434-202-8063 and press extension 1 to reach the Tasting Room to let us know you are running late.
- ★ 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 + wine by the bottle, time permitting.
- ★ We recommend that you bring a blanket or camping chairs to sit 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**?

- ★ **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.
- ★ Parties of 7+ and guests traveling with hired transportation are asked to fill out our request form [at this link](#) to visit.

### 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 to [reservations@pippinhillfarm.com](mailto:reservations@pippinhillfarm.com) if you have specific questions about availability.
- ★ We are best able to field reservation inquiries by email Monday-Friday, and we are typically unable to accommodate same-day reservations availability for weekends



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### **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.

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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.

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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 an ordering station where you can place your order for food and wine by the bottle and grab-and-go wine flights.
- ★ We do not have wine by the glass on the lawn.



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- ★ You'll receive your wine immediately, and we'll send you a text when your order is ready for pickup from the designated area.

### IS THERE SHADE OR OVERHEAD COVER ON THE LAWN?

- ★ We do not have a structure on the lawn as an 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 limited number of picnic-style tables available on a first-come-first-serve basis near our 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.

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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 COVERED?

- ★ Yes
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