

## **Wine Festival Winchester Visitor FAQs 2017**

### **What do I do when I arrive at the Guildhall?**

The Wine Festival is being held in the Bapsy Hall and King Charles Hall on the first floor of Winchester Guildhall. Please come through the main entrance at the top of the steps, or take the lift up from ground level.

### **When should I arrive at the Guildhall?**

You can arrive at any time within the specified hours of the session for which you have a ticket. In order to make the most of your visit, however, we suggest you arrive within the first hour of your session.

### **Do I need my ticket?**

Yes, please bring with you a print out of your e-ticket, which contains your unique QR Code or Bar Code. This will be scanned on entry at our Ticket Desk and the back of your hand will be stamped. Please remember your ticket is only valid for the session for which you have booked, and it is strictly non-transferable.

### **Can I buy tickets on the day?**

If we have any tickets left these will be available for sale at full price on the door. (In 2017 this is looking unlikely as the festival is close to selling out – you can check with us by email in advance.) Please come to the Ticket Desk (via the main Guildhall Entrance) to buy tickets. Please be aware that we can only accept cash for ticket purchases on the day.

### **Where is the nearest cashpoint to the Guildhall?**

Turn left out of the main Guildhall entrance, up the high street, where there are a number of cashpoints a short walk away.

### **Do I need ID?**

If you are lucky enough to look under 25 then please ensure you bring valid photo ID as you won't be able to gain entry without it.

### **Can I bring my children?**

We love kids but sadly due to licensing and logistical reasons we can't allow any under-18s, except for babes in arms\* at the Wine Festival. We hope this gives parents the perfect excuse to have some well-deserved time off.

\* Babies must be under 12 months old and will only be admitted if securely strapped to the parent or carer by way of a baby carrier, papoose or baby sling. No prams or pushchairs will be admitted to the venue.

### **Is there somewhere I can leave my coat?**

We have a cloakroom available for visitors of the Wine Festival to leave their coats etc downstairs in the The Courtyard. We ask for a £1 donation, which goes to our charity partner Simon Says. We cannot accept liability for items placed in the cloakroom. Valuables should not be deposited in the cloakroom. We reserve the right to refuse any articles at any time, which we consider unsuitable for deposit. Items must be collected before visitors leave the premises at the end of the session. If items are left uncollected after this time they will be kept for 21 days and then donated to charity if unclaimed during this time.

### **Why do I get given a wine glass and is it mine to keep?**

Once your ticket has been scanned you will be given a Riedel Degustazione wine glass (worth £12.50). This is your personal glass to use for tasting during the Wine Festival and yours to take home with you as a souvenir afterwards. There is a maximum of one glass available per ticket holder. No replacements can be offered in the case of breakage.

### **Why do I need a copy of the Wine Festival Programme?**

You will also be given a Festival Programme. This contains a list of all our Wine Festival Exhibitors along with a table plan so you can easily find those Exhibitors that you would like to visit. Each exhibitor has their own page in the programme that includes a list with details of the wines they are exhibiting at the Festival. You can also find a full list of exhibitors on our website.

Inside you will also find more information about our “Follow Your Taste” concept. This is our nifty colour-code system designed to help you navigate the festival and experiment with confidence.

### **What does the vertical coloured line next to each wine listed in the programme mean?**

Each wine has been given a Follow Your Taste category so you can easily spot which wines suit your taste or favourite grape varieties. The colour of the vertical line represents its corresponding Follow Your Taste category. Details of each category can be found in the Festival programme or for more information please see one of our mobile Follow your Taste members of staff. They will be circulating through both tasting rooms wearing white usherette trays.

## **How do I find out more about Follow Your Taste?**

Please be sure to talk to one of our mobile Follow your Taste members of staff who will be circulating the Bapsy Hall and King Charles Hall wearing our Wine Festival branded Usherette Trays, to find out your personal taste category.

We've broken down wines into seven taste categories and we've given each category a colour suggestive of its style. To make it fun, each category has a tongue-in-cheek strapline that sums up the wine style.

Bottles at the Wine Festival will carry Follow Your Taste colour-coded neck tags so you can easily spot which wines will suit your taste or favourite grape varieties.

If you have a favourite wine, then Follow Your Taste is the perfect way to help you explore the Wine Festival and taste other wines that suit you. This is about making wine accessible, fun and easy to understand. You just need to know what you like then Follow Your Taste will help you find a personal route around the Wine Festival so you can experiment with confidence. Just look out for the colour-coded neck tags and Follow Your Taste!

## **What's this I hear about a festival app?**

We have some new features on our Follow Your Taste app this year.

The app is a simple 'treasure hunt' game in which you simply select a taste category then find, taste and rate wines in that style from different exhibitors around the festival. Each 'game' lasts six wines.

This year, we have also introduced a search facility to the app. This will allow you to search for an exhibitor or a particular wine to taste and rate, giving you the opportunity to dip in and out of the game as you choose.

Prizes are up for grabs. Best of all, you automatically get sent the full list of wines you rated after the festival – so no more racking brains to remember your favourites! And you can use the links to buy directly if you want. NB: you will be asked to enter your name, email and postcode to register for the app. These details are for prize allocation, data analysis and exhibitor use only.

## **Is there wifi at the venue?**

Absolutely. It's all under one network, just log on when you get there (details will be on the back of the programmes or just ask any staff or at one of our Follow Your Taste tables).

### **What if I like wines from all seven Follow Your Taste categories?**

Lucky you! In which case the Wine Festival is yours to enjoy. Feel free to wear all 7 Follow Your Taste stickers (available from our mobile Follow Your Taste team) or go for the new 'I'm Easy' sticker this year so that Exhibitors know you love all types of wine and are keen to find something new.

### **Which room should I go into first?**

Both the Bapsy Hall and the King Charles Hall have a fine mixture of exhibitors offering wines of every style from local producers and local retailers to big brands. You will also find local food exhibitors in each room. Whichever room you choose to start in, please make sure you explore them both!

### **How do I find each exhibitor?**

There is a table plan for both the Bapsy Hall and the King Charles Hall available in your programme. The table plan will also be displayed on the wall outside each tasting room. Each exhibitor has an allocated table number listed in the programme, which corresponds to the table plan. Also each Exhibitor page in the programme indicates the table number at the top of the page. As you navigate the wine festival you will see each table number clearly displayed on Exhibitor Stands.

### **Are Susie & Peter here and can I meet them?**

Susie & Peter will be at the Wine Festival all weekend and at every session. They are on hand to chat, help recommend wines and be your hosts and guides. They'll also be leading masterclasses. Peter will be guiding you through tasting vintage Champagnes and Ports from Champagne Deutz and Quinta do Noval, or Susie will be taking the helm at the ever-popular cheese and wine masterclass, pairing a selection of local cheeses with a delicious range of wines from Averys.

### **Are all the wine samples included in my ticket price?**

Yes, all wine samples are included in your ticket price. But, of course, please take care not to overdo things. Be selective, as there's no way you will be able to sample all the wines at the festival.

### **Is there water available?**

Yes, Exhibitors will have water available on their stands to help you refresh your palate and hydrate. New for this year is the Hildon Hydration Hub, which will be on the stage in The Bapsy Hall. Please do pay them a visit and be sure to take on board plenty of water.

### **What are the water biscuits for?**

Sainsbury's have provided the water biscuits to allow you to cleanse your palate between tastings. They are available on the exhibitor stands so please help yourself.

### **Do I have to use the spittoons?**

Spittoons are available for you to spit your wine samples once you have tasted them. We strongly advise using the spittoons, which is what wine professionals do at tastings like these – no exhibitor will take offence if you spit or pour what's left in your glass into one of the many spittoons around the rooms. Anyone who is clearly under the influence of too much alcohol at the festival will be refused service and right of admission. Please see DrinkAware guidelines for more details. Wine Festival Winchester supports responsible drinking.

### **Are there any other alcohol samples other than wine?**

Yes, there is gin, vodka, cocktails and even a lager available to sample this year.

### **Are there any rosé wines available to sample?**

Yes we have 11 rosé wines this year. Please look for the Tickled Pink (pink) neck labels.

### **Will there be food and other things to taste?**

Foodie treats include Chocolates by Chococo (table 17), Charcuterie by Parsonage Farm (table 15), Pork Pies by Jake's Artisan Foods (table 28), a Cheese Plate and Hampshire Picnic Platter by The Chesil Rectory (table 19), plus Spanish treats from Eat Spain Drink Spain (table 21).

### **Do you have any Christmas gifts available?**

Yes, we have a range of Wine Festival merchandise available to buy as a souvenir or as a gift including Follow your Taste Aprons, Wine Festival Coasters, Glass Cloth Tea Towels and Reusable Wine Bottle Bags. These are available to purchase at the Ticket Desk. We can accept payment by card and by cash.

You will also find a range of artwork and homeware for wine lovers on Top Note Design's stand (table 8). In fact Top Note designed our very own Wine Festival coasters and tea towels, and this year Hutchings & Brant return (table 2) who are again selling a range of unique and stylish gifts for wine lovers.

### **Can I buy wine at the festival to take home?**

Absolutely! It's a great way to pick up wines for the festive period or for presents. You can buy bottles on the day or, better still, order for home delivery later. And, because exhibitors are offering exclusive festival-only discounts and incentives, it's actually a fantastic value way to buy. Details of special offers can be found in the programme on each individual Exhibitor page. Be sure to buy a stylish and reusable Wine Festival Wine Bottle Bag for only £3 from our ticket desk to help you carry the wine you buy home!

### **Is the Wine Festival taking place again next year?**

Yes, the Wine Festival will be back again next year. It will take place from 23-24 November 2018 at the Guildhall.

### **How do I interact via Social Media?**

Please do tweet over the weekend. Your tweets will need to contain one of the following:

- #WineFestWinch
- #FollowYourTaste
- @WineFestWinch

We'd love to get as many mentions, photos and updates as possible so please get tweeting!

### **Where are the Masterclasses being held?**

The masterclasses are being held in the Wintonian Room (this is the room immediately on your left as you walk in the main entrance to The Guildhall). Masterclasses have limited availability. Entry is by ticket only. You can buy any remaining tickets at our Ticket Desk in the foyer. If you have a masterclass ticket please arrive 5 minutes before your masterclass is due to begin.

### **What Masterclasses are on offer?**

There are three masterclasses during each session. Each session lasts 30 minutes. They are:

#### **Cheese and wine with Averys of Bristol hosted by Susie Barrie MW**

This year, Susie takes the helm of this ever-popular session to pair a selection of local cheeses with a delicious range of wines from Averys that will challenge expectations and delight the taste buds. Book early to avoid disappointment.

**Meet the Winemakers: Hampshire fizz & food with Exton Park and Hattingley Valley hosted by Rebecca Mitchell along side Corinne Seely (Exton Park) and Emma Rice on Friday and Will Perkins on Saturday (Hattingley Valley)**

What a treat! Not only will you be savouring local nibbles and a fabulous range of delicious Hampshire sparkling wines (including a hush-hush brand new release). But you'll also be hosted by some of the UK's most acclaimed winemakers, who will regale you with insights into the thrilling world of English wine. Let's get fizzical!

**A Vintage Christmas with Champagne Deutz and Quinta do Noval hosted by Peter Richards MW**

This sumptuous session led by Peter kicks off with an aperitif that will surprise and delight. From there, it's fine wine aplenty from these two world-class producers (plus the odd nibble). First you will compare and contrast two top vintage champagnes, including a superb older vintage. Then it's onto two classic vintage ports from the same year but made in very different styles. YUM!

**When do the Masterclasses take place?**

Friday (5pm-9pm)

- 6.00-6.30: Cheese & Wine
- 7.00-7.30: Meet the Winemakers
- 8.00-8.30: A Vintage Christmas

Saturday (11am-3pm)

- 12.00-12.30: Cheese & Wine
- 1.00-1.30: Meet the Winemakers
- 2.00-2.30: A Vintage Christmas

Saturday (4pm-8pm)

- 5.00-5.30: Cheese & Wine
- 6.00-6.30: Meet the Winemakers
- 7.00-7.30: A Vintage Christmas

If you have a masterclass ticket please arrive 5 minutes before your masterclass is due to begin.

**Can I buy Masterclass tickets on the day?**

If we have any tickets left these will be available for sale at the Ticket Desk (subject to availability). Please be aware that we can only accept cash for masterclass ticket purchases on the day. If you have a masterclass ticket please arrive 5 minutes before your masterclass is due to begin.

## **Are you supporting a charity?**

Our charity partner this year is Simon Says, Simon Stanley was a 37-year-old teacher from Southampton who died from cancer. His wife Sally found there was no bereavement support locally for their two small children. Their experience led to the establishment of Simon Says, which supports children through the often devastating effects of losing a loved one, and helps them rebuild their lives and move on. It's estimated there are around 12,500 Hampshire children who have experienced a significant bereavement.

All proceeds from our prize draw and the cloakroom go to Simon Says so please buy tickets for your chance to win some amazing prizes.

## **I've heard about the prize draw – how do I enter?**

Simon Says volunteers will sell tickets at each session. They will be clearly positioned in the foyer, opposite the Bapsy Hall and next to the King Charles Hall. Please see them to buy a ticket for a chance to win one of our fabulous prizes and help support them.

## **What prizes do you have?**

We have a whole host of fabulous prizes including:

- A cookery course for two at HH&C Backstage, **Lime Wood's** purpose built cookery school.
- Delectable wine, gin and beer tasting day tour visiting Hampshire and Surrey's best wineries, breweries and distilleries, with a delicious two-course lunch and luxury transport included. Kindly donated by **Grape and Grain Tours** [www.grapeandgraintours.co.uk](http://www.grapeandgraintours.co.uk)
- Silver and white sapphire pendant (RRP £140) kindly donated by **Jeremy France Jewellers**
- A round of golf at The Hampshire Golf Club for 4 people kindly donated by **social you**
- A meal for two including a bottle of organic or biodynamic wine donated by **No 5 Bridge Street**
- 10 litres of Estate Emulsion paint in a colour of your choice kindly donated by **Farrow & Ball**
- Two Discovery Experience tickets for the **Bombay Sapphire** Distillery
- Two bottle gift pack of **Danebury** Madeleine Angevine 2013, award-winning still dry white wine plus a weekday visit to Danebury Vineyard by mutual arrangement
- A Magnum of Gosset Grande Reserve kindly donated by **Louis Latour Agencies**
- £50 voucher for food and drinks at **Piquant**
- Ladies' Cut and Finish voucher (worth £52) kindly donated by **Lord Hair**
- A signed copy of **James Martin's** French Adventure cookery book

Please do pick up one of our prize draw flyers to see the full list.

### **Where are the toilets?**

The toilets are located on the ground floor of the Guildhall, directly underneath the King Charles Hall. Please use the staircases located at the front and back of the Guildhall to access the toilets. There is also a lift available for disabled access next to the Bapsy Hall and opposite the Ticket Desk.

### **Is there anywhere to get a coffee?**

The Guildhall has its very own café called eighteen71 located on the Ground Floor of the Guildhall. It offers a selection of meals, snacks, cakes and drinks. It is open from 9:30am to 6pm, 7 days a week.

If you leave the Wine Festival to visit the eighteen71 café, you need to ensure you have your hand stamped to allow re-entry. Re-entry is only valid for the session you purchased your ticket for. If you do not have a hand stamp then re-entry will not be allowed.

### **Can I leave and then come back in during my session?**

If you wish to leave the Wine Festival but gain re-entry, you need to ensure you have your hand stamped. Re-entry is only valid for the session you purchased your ticket for. Re-entry will not be allowed without a hand stamp.

### **When do I need to leave the festival?**

We'll be asking people to start clearing the venue shortly before the end of each session. We'd ask you to clear the venue as soon as you can after hearing any such announcement, bearing in mind time you might need to pick up belongings from the cloakroom etc. Please make sure you leave the festival before the time specified as the end of your session.

### **Who do I speak to if I need assistance at the Wine Festival?**

Our Wine Festival Team will be on hand to help if you need any assistance. We shall be wearing Staff Aprons and have two-way radios for communication purposes. We will be positioned at the Ticket Desk, at the Programme & Glasses Desk, and our Follow Your Taste staff will be circulating through The Bapsy Hall, The King Charles Hall and in the Masterclass room.

### **I'd like to visit Winchester's Christmas Market after I leave the Wine Festival. Can you tell me where it is?**

The Winchester Christmas Market is located in the grounds of the Cathedral. When you come out of the Guildhall main entrance turn left. Walk up the High Street until you get to the corner of Market Lane where the shops Jigsaw and Monsoon are situated. Turn left here and walk straight ahead into the Cathedral grounds. You can follow the signs from here.

### **I'm interested in exhibiting at the Wine Festival next year – who do I need to speak to?**

Our Wine Festival Team will be on hand to help if you need any assistance. We shall be wearing Staff Aprons and have two-way radios for communication purposes. We will be positioned at the Ticket Desk, at the Programme & Glasses Desk, and our Follow Your Taste staff will be circulating through The Bapsy Hall, The King Charles Hall and in the Masterclass room.

They will take your details and someone will follow up with you afterwards. Alternatively you can email [hello@thewinefestival.co.uk](mailto:hello@thewinefestival.co.uk)

### **I'm interested in sponsoring the Wine Festival next year – who can I speak to about this?**

Our Wine Festival Team will be on hand to help if you need any assistance. We shall be wearing Staff Aprons and have two-way radios for communication purposes. We will be positioned at the Ticket Desk, at the Programme & Glasses Desk, and our Follow Your Taste staff will be circulating through The Bapsy Hall, The King Charles Hall and in the Masterclass room.

They will take your details and someone will follow up with you afterwards. Alternatively you can email [sponsor\\_us@thewinefestival.co.uk](mailto:sponsor_us@thewinefestival.co.uk)

### **How busy is Winchester at this time of year?**

Very! Winchester traffic is difficult at the best of times but it will be extra busy when the wine festival and Christmas market are taking place. We advise you to leave lots of extra time. Park & Ride buses drop off near the Guildhall. Car parks are available centrally, and free on Sunday, but may become very busy. But taxis or public transport is the best option: Winchester is well served by train, bus and coach. Please don't even think about drinking and driving – plan ahead to avoid this, as you'll want to enjoy yourself without having to drive afterwards. You may even want to make a weekend of it and book a hotel for the night – there are plenty of good options in Winchester.

### **Are there good places to eat or stay after the festival?**

Winchester is fast becoming a culinary hotspot and it has some delightful hotels too. It's well worth taking advantage of coming to the festival by spending a full day or even weekend here. Restaurants include Rick Stein Winchester, River Cottage Winchester Canteen, The Stable and Wagamama. Then there's the historic Chesil Rectory, Michelin-starred Black Rat, Kyoto Kitchen, Ghandi, Brasserie Blanc, Loch Fyne, new tapas and wine bar Piquant, Piccaramba ("a bloody good pie shop" according to Food Critic Jay Rayner) and many other fine eateries. The first ever Hotel du Vin is in Winchester and there are plenty of other hotels both in town and just outside.