

Cancellation Policy

At MUST, our wine tastings and events require advance preparation, including purchasing wines, preparing food and reserving limited seating. As a small independent business, late cancellations are often impossible to refill and have a significant impact on our operation.

Refunds

- Cancellations received **more than 48 hours before the scheduled start time** of your booking are eligible for a full refund.
- Cancellations received **within 48 hours of the scheduled start time** are non-refundable.

Booking Credit

Where appropriate, MUST may, at its sole discretion, offer a booking credit instead of a refund. Any credit issued is entirely at the discretion of management, is not guaranteed, is non-transferable unless agreed otherwise, and may be redeemed against future wine tastings, food, drinks or retail purchases at MUST.

How to Cancel

All cancellation requests **must be submitted by email** to:

stalbans@mustwine.co.uk

We are a busy hospitality venue and cannot guarantee that telephone calls, voicemail messages, social media messages or messages sent through third-party booking platforms will be seen in time. As such, **only cancellations received by email will be accepted.**

The time and date your cancellation email is received by us will determine whether your booking qualifies for a refund under this policy.

Failure to Attend

Guests who fail to attend their booking without prior cancellation ("no-shows") will not be eligible for a refund or credit.

Exceptional Circumstances

We appreciate that unforeseen circumstances can arise. Any exceptions to this policy will be considered solely at the discretion of management and our decision will be final.

