

Frequently Asked Questions

Membership and Deliveries

What membership tiers are available and what do they include?

We offer three tiers to suit your preferences:

Loyalty 10: Two deliveries of 6 bottles per year with a 10% discount.

Loyalty 15: Four deliveries of 6 bottles per year, or two deliveries of 12 bottles per year, with a 15% discount.

Loyalty 20: Four deliveries of 12 bottles per year, with a 20% discount.

You can choose quarterly (every 3 months) or biannual (every 6 months) deliveries. Adjust your schedule anytime through your online profile or by contacting us.

Is my membership ongoing?

Yes, your membership continues until you decide otherwise. You can cancel or pause your membership after your first 12 months with written notice (email is fine).

When are my orders processed?

Your orders are processed based on the delivery schedule you select – every three or six months from your initial purchase. You'll receive reminder emails leading up to your next delivery.

How are my deliveries sent?

We use Australia Post as our primary courier, but we can also send via Aramex Couriers upon request.

Can I receive my next delivery sooner?

Yes! Simply log into your online profile, go to 'My Loyalty Wine Club Pack,' and select 'Process my CLUB order now.'

Adjusting Delivery Dates

You can skip or reschedule a delivery, but this cannot be done online, so please contact us directly.

Can I change the wines in my next delivery?

Of course! Simply log into your online profile, select 'My Loyalty Wine Club Pack,' or contact us to make the change.

If I buy wine online or at the Cellar Door, can it count towards my next delivery?

Yes! Just let us know in the order comments, with your cellar door host, or send us an email. We require notification for this change to happen; otherwise, your scheduled delivery may still occur.

Discounts & Benefits

Will I still receive my membership discount on extra purchases?

Yes, your Loyalty Club discount applies to all additional purchases made online or at our Cellar Door.

How do I book my hosted private tasting?

You are entitled to two complimentary hosted tastings per year for you and up to five guests. We recommend booking in advance, please visit chateautanunda.com/loyalty-club/ to access the online booking page.

Account Management

How do I update my payment details if my card has changed or expired?

You can update your credit card information by logging into your online profile, selecting 'My Loyalty Wine Club Pack,' and clicking 'Update My Payment Details.' You can also contact us for help.

How do I update my delivery address if I move?

You can update your address online by logging in and selecting 'Address' to update your Billing and Shipping information, or you can contact us to make the change.

Wine Collection and Cellaring

Where can I get more information about back vintages?

We have detailed tasting notes for all wines and vintages available on our website. If you're unsure whether to drink or hold a wine from your cellar, send us a photo, and we'll offer our recommendation.

Are large-format and mature wines available?

Yes! We have a curated selection of wines matured in our cellars over the past 15 years, including large-format bottles. These are available exclusively to club members upon request.

Freight Information

What are the freight costs?

Freight is \$10 per delivery on orders of 1-11 bottles

Free freight when you order 12 bottles or more.

Contact Us

Need assistance or more information?

Our team is available Monday to Friday, 9:00 AM to 5:00 PM (ACST).

Phone: (08) 8563 3888 (ext. Wine Club)

Mobile or SMS: 0493 345 755

Email: wineclub@chateautanunda.com

Website: chateautanunda.com/loyalty-club/

Barossa Cellar Door: Open daily, 10:00 AM to 5:00 PM (ACST).

Phone: (08) 8563 3888 (ext Cellar Door)

Email: cellardoor@chateautanunda.com

Sydney Cellar Door: Open daily, 1:00 PM to 8:00 PM (AEST).

Phone: 0412 364 583

Email: sydneycellardoor@chateautanunda.com