

***Wine Tasting with Rick Steves* FAQs**  
**Event: Tuesday, February 11 at 8PM – 10PM ET**  
**Location: Zoom Webinar**

## **Shipping**

### **Will I receive tracking information for my wine kit?**

- Yes. Tracking information will come directly from the vendor once the kit has shipped.
- Kits will not ship until the week of January 20, 2025, and arrive in homes by February 11, 2025.

### **What happens if I want to add a kit, change the shipping address or cancel a kit?**

- If you need to change your shipping address after January 17 you will need to contact UPS to adjust the shipment. Create a FREE UPS [My Choice® account](#) to update shipping information and review other delivery options. If you need to change your shipping address before this cutoff date, please reach out to your designated customer service team for further assistance.
- *The above is helpful information for those knowing they will not be home and wish to ship the wine kit somewhere else.*
- Kits cannot be canceled, added or changed after January 17. The only change that can happen is for ticket holders to change their shipping address

### **How quickly will I receive my order?**

- All kits will be shipped during the week of January 20 at the earliest, and all kits should arrive by February 11 as long as someone age 21+ with a valid ID is home to receive the kit. Note that UPS will make up to 3 attempts to deliver the wine tasting kit

### **I was not home to receive my kit, now what?**

- UPS will leave an attempted delivery message if needed with their next intended drop off date. They will make up to 3 attempts.

### **Can you guarantee delivery on a certain day or time?**

- Unfortunately, no.

### **Can it be shipped to my PO Box?**

- No. Someone needs to be home to sign and prove that they are at least 21 years old.

### **Do I have to be home to receive my wine kit?**

- Yes. This package needs to be signed upon delivery to prove that the receiver is age 21+.

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**This is a gift. Will there be a receipt in the package?**

- When shipping out your order, a receipt, invoice, or packing slip is not included in the package.

**What should I do if my order was damaged in transit?**

- If your order was damaged in transit, please reach out the WPSU Membership Team at 814-863-5635 or [member@wpsu.org](mailto:member@wpsu.org) for further assistance as soon as possible.
- TIP: Guests should open their kit as soon as it arrives so ensure that all materials are accounted for

**What do I do if my kit does not arrive in time?**

- This event will be recorded and sent to ticket holders a week after the event so you will still have the chance to sip along with Rick Steves and learn about the wines.

**Can kit purchasers include a customized note to their gift recipient?**

- Sorry, no.

**Can I ship kits to Canada?**

- Sorry, no.

**Where else can kits not be shipped?**

- Kits cannot be shipped to Canada, Alabama, Alaska, Arkansas, Delaware, Hawaii, Mississippi, Michigan, Montana, New Jersey, Rhode Island, and Utah.
- Kits cannot be shipped to a PO Box

**About the Wine**

**Do I need to be 21+ to participate in this event?**

- Yes.

**Does everyone planning to taste need to purchase a ticket/ kit?**

- Each ticket comes with 6 bottles of mini wine, enough for two to share, if you would like to receive more wine, additional kits are needed but will only have to use ONE of the ZOOM links that will be sent out prior to the event.

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**What is the shelf life of the mini wine bottles?**

- These wines are best enjoyed within 3-4 months, if unopened. Once opened, the wine should be consumed within a few days.

**What kind of wines are included in this kit?**

- 6 mini bottles of wine (enough for two to taste) include two Whites, a Rose, and Three Reds. All are from Italy. Varietals include Fiano, Grecanico, Rosato (Rosé Wine), Nerello Cappuccio, Nerello Mascalese, and Rosso di Italia (Red Wine)).

**What is the vendor for the wine tasting kits?**

- Wine tasting kits are provided by our friends at In Good Taste but all communication about wine kits and the event should be with WPSU.

**What is included in the wine tasting kit?**

- 6 mini bottles of wine (enough for two to taste) that will be shipped directly to your door

**I attended this event in 2024. Will the wines be different?**

- Yes, all 6 mini bottles of wine will be different from the event in 2024.

**Do the wines need to be refrigerated?**

- The entire box that is shipped to you can be stored in the fridge. You may have heard that red wines should be served at "room temperature" but the optimal wine storage temperature is somewhere in the middle of 70F and 45F, so sticking the whole box in the fridge makes it easy! Before the event, be sure to open each mini bottle right before the tasting to let the wine breathe.

**What do I need to prepare beforehand for this event?**

- Our first suggestion would be to have a strong internet connection! Next is to prepare the wine: Stick the entire kit in the fridge for at least 1 hour and open each mini bottle right before the tasting and let that wine breathe. Then you should gather your gear: At least 2 wine glasses and water.

**What wines come with my kit?**

- WPSU will provide a full wine list once it is shared with the station through our partners at WGBH. This list will be sent to WPSU in January.

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**Do you have any snacks recommended for the tasting?**

- You can pair any of your favorite snacks like pretzels or classic potato chips with these wines; or you could pair these wines with more classic snacks are things such goat cheese, chocolate or an olive tapenade.

**Do I need a bottle opener?**

- No, all wines are twist open.

**Can I participate without the wine kit?**

- No.

**Is there a nonalcoholic version of the kit?**

- No.

**Where can I purchase more of this wine?**

- All wines can be purchased directly through: <https://ingoodtaste.com/>

**ZOOM Access**

**Can I share the Zoom link with a friend if I am unable to join the event?**

- No. But WPSU will provide a recording of the event to ticket holders for a week following the event.

**I purchased my ticket before realizing I have a prior obligation. Will this event be recorded?**

- This event WILL be recorded and sent to ALL ticket holders a week following the event for you to experience the event on your own time.

**How can I submit a question(s) to Rick Steves?**

- You will be able to submit your questions to Rick (and the sommelier) during the event using the Q&A Zoom feature. Attendees will be able to “upvote” the questions they want to hear asked the most. We will focus on the questions with the most votes. Unfortunately, we cannot promise all questions will be answered.

**What do I do if I cannot find a Zoom link?**

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- Contact WPSU at 814-863-5635 or [member@wpsu.org](mailto:member@wpsu.org) **leading up to 5pm ET on 2/11**. After that, our partner station, WGBH, will provide customer service at [events@wgbh.org](mailto:events@wgbh.org).

**Will Rick Steves be able to give a shoutout during the event?**

- No.

**How do I get my Zoom link for this event?**

- The Zoom link will be sent to all ticket purchasers immediately following their purchase of the ticket in their confirmation email. Attendees may need to access their email's JUNK/SPAM FOLDER to find this email. Along with the confirmation email, the Zoom link will be sent to all attendees in reminder emails 1 week, 24 hours, and 1 hour before the event.
- Stations must include the Zoom link, call in phone number, webinar ID and password in all confirmation and reminder emails.
- TIP: Add the Zoom access info to the RSVP page the day of the event so ticketholders can easily find the link if they do not check their email

**Will the event be captioned?**

- Yes
- Captions will be provided by our friends at Partners Interpreting. Do you need any additional accommodations that we should be made aware of to participate in this event? If so, please contact us a minimum of one week in advance of the event. We will do our best to accommodate your request. Reach us during regular business hours M-F, 9am-5pm ET at 617-300-3300 or via email: [info@wgbh.org](mailto:info@wgbh.org).

**What do I do if I am having technical difficulties during the event?**

- Contact WPSU at 814-863-5635 or [member@wpsu.org](mailto:member@wpsu.org) **leading up to 5pm ET on 2/11**. After that, our partner station, WGBH, will provide customer service at [events@wgbh.org](mailto:events@wgbh.org).

**I have never used Zoom, what do I do?**

- Before this event, you will need to download Zoom. Zoom is free to the public and you can download it [here](#). If you already have Zoom you will not need to download the platform again.

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### **Refunds**

**The wine did not get to me until AFTER the event, I would like to be refunded for this event.**

- We are terribly sorry the wine kit was not delivered on time. This event has been recorded and will be sent to all ticket holders 1 week after the event. We hope you are still able to enjoy the event. Charitable contributions to The Pennsylvania State University are irrevocable transfers to the University and generally nonrefundable. Refunds will only be processed in extreme circumstances as determined by the University in its sole discretion or as required by law. Please work with your credit card company to resolve issues of credit card theft or unauthorized use of a credit card. If you have further questions about your credit card donation, please contact our Donor and Member Services office at 877-888-5646.

### **General**

**Is there a tax benefit for this event?**

- No.