

CWC FULL CLUB SERVICES & DETAILS

“We have created a perfect replica of the cellar in which your wine matured for the first critical years after bottling - nothing more and nothing less.”

Gregory De Éb

Acknowledged as the finest wine cellars in Asia if not worldwide, what makes Crown Wine Cellars' Shouson Hill underground facility stand out above all competitors is the attention to detail with no expense spared.

CWC is comprised of individual, underground concrete chambers (NOT A SINGLE WAREHOUSE), each with its own complex computerized climate control system, (NOT A LARGE, BASIC SINGLE SYSTEM AIR-CONDITIONER), that delivers superb, balanced temperature and humidity results which comfortably surpass the performance of all competing wine storage facilities.

This uncompromising approach to wine storage construction, in conjunction with highly trained, stable staff, as well as the most rigorous security systems and procedures employed anywhere in the wine industry, have resulted in CWC being able to offer the highest level and most comprehensive wine insurance coverage available.

The Shouson Hill Cellars (CWC1) cater exclusively for our Full-Club Members.

GOLD MEMBERSHIP

Gold Membership is charged at HK\$750 per month. This includes free-of-charge cellaring of up to 48 bottles and membership of CWC Private Members' Club.

Cellaring of additional bottles is available from HK\$1.15 per month depending on the cellar plan selected (details below).

There is a single payment for registration and handling/in/out of HK\$7 for each bottle of wine.

A wine insurance charge is also applicable.

Gold Members may opt for a combination of monthly and 1-Year Long-Term cellar and storage packages.

A minimum quarterly Food and Beverage usage charge of HK\$1,200 is applicable.

The membership card may be utilized by both the principle and spouse

Gold Memberships are not transferable.

PLATINUM MEMBERSHIP

Platinum Membership is charged at HK\$950 per month. This includes free-of-charge cellaring of up to 60 bottles and membership of CWC Private Members' Club.

Cellaring of additional bottles is available from HK\$1.15 per month depending on the cellar plan selected (details below).

There is a single payment for registration and handling/in/out of HK\$7 for each bottle of wine.

A wine insurance charge is also applicable.

Platinum Members may opt for a combination of monthly and 1-Year Long-Term cellar and storage Packages.

A minimum quarterly Food and Beverage usage charge of HK\$1,200 is applicable.

The membership card may be utilized by both the principle and spouse

Platinum Memberships are not transferable.

CORPORATE MEMBERSHIP

The Corporate Membership plan permits up to 10 card holders without multiple deposits, all of whom enjoy PLATINUM PRIVILEGES excluding Library Cellaring.

Corporate Membership is charged at HK\$950 per month per card holder. This includes free-of-charge cellaring of up to 60 bottles and membership of CWC Private Members' Club.

There are a maximum of 10 card holders permitted per Corporate Membership and a minimum of two card holder accounts must be activated.

Cellaring of additional bottles is available from HK\$1.15 per month depending on the cellar plan selected (details below).

There is a single payment for registration and handling/in/out of HK\$7 for each bottle of wine.

A wine insurance charge is also applicable.

Corporate Members may opt for a combination of monthly and 1-Year Long-Term cellar and storage packages.

A minimum quarterly Food and Beverage usage charge of HK\$1,200 is applicable

Special Conditions for Corporate Membership

- The card holder must be present at the Club for events hosted
- The membership card may be utilized by both the principle and spouse
- Membership is transferable
- A minimum of two card holder accounts must be activated at any one time

WINE CELLAR OPTIONS

(Only for Full Private Club Membership)

Monthly Cellaring Only

This is the most simple and convenient cellar option available. This option only requires that you pay HK\$3 per bottle monthly cellar charge and a one-off registration and handling/in/out charge of HK\$7 per bottle. You will be invoiced on a monthly basis.

Long Term Storage

Charges are HK\$ 2 per bottle per month. An initial, one-off registration and handling/in/out charge of HK\$7 per bottle in applicable.

All charges must be paid up-front for 1 year and are not refundable even if the wine is removed from the cellars during the paid-up period.

Wines can be removed within the cellar period without any additional charges except for the delivery thereof.

Monthly Cellaring at CWC4

Charges are HK\$ 1.15 per bottle per month and a one-off registration and handling/in/out charge of HK\$7 per bottle. You will be invoiced on a monthly basis.

All of the standard CWC1 services such as pick up, delivery, and collection will remain at, and from Shouson Hill.

Insurance Cover Rates for 2018

- **Full Club Members (Charges calculated by the bottle):**
 1. All wine valued at HK\$19,999 per bottle or below will be charged at HK\$0.45 per bottle per month.
 2. All wine valued at HK\$20,000 per bottle or more will be charged at HK\$5 per bottle per month.
- The high value wine rate is calculated as 0.3% of HK\$20,000 per annum - The lowest insurance rate for a specified high-value item that we are aware of.
- The high value wine rate is fixed and will not increase beyond HK\$5 per bottle per month irrespective if the value of a wine is higher than HK\$20,000 per bottle. For example, should a bottle cellared by a Full Club Member be valued at HK\$50,000, the insurance cost will still only be HK\$5 per bottle per month.
- Our insurance company has stipulated that all these high-value special bottles/cases must be carefully inspected and placed inside one of our two ultra-high-security vaults.
- Given the extreme risk being placed on our insurance company, this is an absolute non-negotiable requirement from them in order to cover these wines to full current market value

Special Conditions & Services:

- **Carton box replacement:** CWC 6-bottle lay-flat carton boxes are charged at HK\$35 per box replaced.
- **Wine Skins:** High quality, single bottle protective “wine skins” are available at HK\$30 each. These bottle protectors offer bubble wrap, sealed, liquid resistant protection for high value bottles.
- **Photographs** of wine can be arranged upon request and are charged at HK\$10 per photograph with a minimum charge of HK\$60 for any one request.
- **Inspections** can be arranged at a charge of HK\$330 per hour or part thereof. This charge covers the creation of a case movement Work Order to withdraw the wines, the physical

scanning out and removal of the wines from their storage location, transfer to the inspection area, staff presence during the inspection to ensure that no tampering or wine switching takes place, and the re-sealing of cases, new bar code application and physical return to the storage location.

- **Wine Re-packing for Transport** into Styrofoam boxes can be arranged upon request at HK\$100 per case of 6 bottles, HK\$200 per case of 12 bottles, and HK\$100 per single magnum case, with a minimum charge of HK\$100 for any repacking request. This service must be requested by clients or all wine will be released in the same condition that they were stored in. Crown Wine Cellars take no responsibility or liability for breakages or loss once released from our storage facilities.
- **Urgent wine collection, delivery or inspection service:** All urgent wine collections and delivery requests that fall outside of our standard 24 working hour requirement, will carry a surcharge of HK\$450 per 10 cases requested.
- **Urgent wine registration service:** All urgent wine registration requests that require urgent wine registration within 3 days of arrival at CWC will be charged at HK\$450 per 10 cases requested.
- **Overtime service:** All overtime services will be charged at HK\$330 per hour or part thereof.
- **Additional labor service:** All requests for additional labor during official working hours will be charged at HK\$110 per person per hour or part thereof.
- **Failed deliveries and collections:** Customers will be charged for all failed deliveries and/or collections should the CWC delivery team arrive at the correct address and within the specified time period but find no customer representative present.
- **Combined collection and delivery service charge clarification:** Should CWC be requested to conduct a delivery and collection from the same address at the same time, customers will be charged for the greater number of cases either delivered or collected, whichever is the higher.
- **Air Freight document preparation and service arrangement:** CWC will only arrange the necessary documentation to facilitate air freight as arranged privately by our customers. A document preparation and service arrangement charge of HK\$600 will apply. It is important to note that CWC will not arrange air-freight on behalf of our customers. Customers are advised to contact their preferred air-freight service provider if this service is required, and to make all necessary arrangements exclusively between themselves and the air freight service provider. CWC carries no involvement, nor liability for any wines once released for local collection from our facilities by a third party service provider.

Local Transportation Price List:

Delivery / Collection Charges			
	NT	Kln	HK
1 to 6 bottles	\$100.00	\$175.00	\$310.00
7 to 12 bottles	\$110.00	\$220.00	\$330.00
13 to 48 bottles	\$200.00	\$300.00	\$410.00
49 to 240 bottles	\$330.00	\$450.00	\$550.00

Service Delivery Times:

- All CWC customers who submit their wine preparation orders before 11:00 am from Mon - Fri can receive their wines the following working day without any additional charge *.
(* Limited to 50 cases - larger orders will require more preparation time)
- All wine preparation orders received after 11am Mon -Fri will only be ready the day after the following working day.
- Alternatively wine preparation orders received after 11am Mon -Fri will be subject to an urgent delivery charge if required the following working day.
- Full Club members who submit their wine collection orders for less than 6 bottles before 4:00 pm from Mon - Fri can pick up their wines at the CWC clubhouse on the same day without any additional charge.
- All CWC customers who submit their wine preparation orders by 9am on Saturday morning can be processed the following Monday without any additional charge **.
(** Limited to 30 cases - larger orders will require more preparation time)
- All wine preparation orders received after 9am on Saturday morning will be included in the Tuesday or later deliveries.
- All wine orders received after 9am on Saturdays but before 10am can be dealt with the following Monday if the urgent delivery charge is paid ***.
(*** Limited to 20 cases)
- **All urgent requests are subject to a HK\$450 charge per 10 cases.**

- **PLEASE NOTE:** In order to improve security and thereby the ultimate protection of your valuable assets, all requests for deliveries or wine preparation for collection will only be processed if made via the CWC on-line/internet request system, or if a delivery request form is submitted to CWC. Our customer service staff are available to assist you with this process.