



CASA SOLA

WINERY IN CHIANTI

WINERY VISTS, TOURS & TASTING Frequently Asked Questions (FAQ)

- **Do I need a reservation?**

During high season (April–October), our wine shop is open daily from 10:30 AM to 7:00 PM.

Feel free to stop by our shop without a reservation, but for tastings and tours, we kindly ask you to book in advance so we can offer you the best possible experience.

- **How long does each experience last?**

Wines & Bites : approx. 0.5 hours

Tasting Tour & Snacks : approx. 1.5 hours

Lunch at Chianti Winery : approx 2 hours

Please arrive 10 minutes early to make the most of your visit!

- **How can we reach the winery?**

The best way to reach us is by car or private driver, as there is no public transport serving our area. We are located in Barberino Tavarnelle, just 45 minutes from Florence and 30 minutes from Siena. Need help organizing transportation? Let us know in the “Notes” field when booking, and we’ll share trusted local driver contacts.

- **What languages are the tours in?**

All our experiences are conducted in English and Italian.

Tours in French or Spanish are available upon request, depending on staff availability.

- **Do you organize private tastings?**

Yes! If you’d like a more intimate, private experience, please contact us — we’ll be happy to tailor a visit just for you.

- **Can I bring my dog?**

Four-legged friends are welcome outdoors, but please note that dogs cannot enter the cellar or tasting room.

- **Is parking available?**

Yes, we have free, ample parking on-site where you can leave your car during your visit.

- **Do I have to pay to confirm my booking?**

Yes, we ask for prepayment to confirm your reservation.

- **Can I cancel or change my reservation?**

Absolutely. You can cancel or reschedule up to 48 hours in advance at no cost. After that, we’re happy to reschedule when possible, but no refunds can be issued.

- **What happens if it rains?**

No worries! Our tours are held rain or shine. If it rains lightly, we provide umbrellas and still walk through the vineyards. If the rain is heavy, we adapt the itinerary with more time in the cellar and tasting room

- **Is the experience accessible for guests with reduced mobility?**

Yes, absolutely. Our tasting room is accessible, and the vineyard walk has a gentle slope suitable for most mobility levels.

Please let us know in advance if you have specific needs.

- **Do you accommodate food intolerances or allergies?**

Yes. Just let us know in advance, and we’ll do our best to provide equally delightful alternatives.

- **Do non-drinkers or children have to pay?**

For simple tastings at the counter, children and non-drinkers attend free of charge.

For guided experiences, we charge a reduced fee for minors and for non-tasting adults.

- **Can I bring outside food?**

We’re sorry, but no outside food is allowed on our terraces or in the tasting room.

- **What methods of payment do you accept?**

We accept cash, and all major credit and debit cards.

- **Can I buy your wine and olive oil during my visit?**

Of course! After the tasting, you’re welcome to purchase and ship anything you fall in love with — directly from our winery.

- **Do you offer international shipping?**

Yes! We can ship wine and olive oil to most destinations, including: USA, Canada, UK, Switzerland, Norway, Japan, EU countries. Our staff will assist you during the visit with shipping costs, customs, and delivery times.

- **Can I offer your experience as a gift?**

Absolutely! Write us on WhatsApp (+39 328 9509196) or by email (info@fattoriacasasola.com) and we’ll create a personalized voucher for any of our experiences or products. You’ll receive a secure payment link, and we’ll send you a beautiful digital gift certificate. 🎁