

ANCHOR BREWING

A SAN FRANCISCO BREWING TRADITION

Anchor Brewing Online Tour Reservation: FAQs

Topics

- Online Tour Reservation Policy
- Tour Groups
- Payment Options/Questions
- Payment Policy
- Cancellation Policy
- Refund Policy
- Contact Information

Online Tour Reservation Policy

Q:

I've taken the Anchor tour before for free (or I've read/heard from others it's free), why are you now charging me?

A:

With the growth in demand for our tours and to eliminate the number of last minute cancellations and "no-shows", we've updated our tour policy to include a Taste & Tour Fee.

Q:

How can I sign up for an Anchor Taste & Tour?

A:

To sign up for an Anchor Taste & Tour, please visit: <http://www.anchorbrewing.com/brewery/tours>. You will receive a confirmation email following the completion of your reservation.

Q:

What is included in the tour fee?

A:

The Anchor Guide will provide a history of Anchor Brewing and a walk through three floors of our brewery (40-45 minutes). Following the walking tour is a tasting session in our Taproom (40-45 minutes). Altogether, the brewery tour and beer tasting last about 1.5 hours.

Q:

Will I get a reservation reminder email or phone call?

A:

Yes, a reservation reminder will be emailed 24-hours prior to a scheduled tour.

Tour Groups

Q:

What if I want to bring more than four people?

A:

That's great. When you book an Anchor tour, the group limit is 4 guests. If your party is more than 4 people, please book separate reservations including different contact and payment information.

Q:

What if I am able to bring another guest last minute? Will they be able to pay upon arrival, or must they pay in advance, as well? If they do pay in advance, how/when will they be charged?

A:

Our Anchor Taste & Tours are quite popular and often are booked to capacity, so we may not be able to accommodate additional guest(s) onsite. If you have additional guest(s) to your party, it's best to amend the reservation via our online system.

However, if you arrive with more guests than reserved and we can accommodate the individual(s), a credit card will be needed and payment will be facilitated onsite prior to the tour start time.

Payment Options/Questions

Q:

What forms of payment are accepted?

A:

Anchor Taste & Tours can be booked with the following credit cards: Visa, MasterCard and American Express. Also, any form of credit, debit or gift card with a Visa, MasterCard or American Express logo will be accepted.

Q:

Is there any way to pay with multiple credit cards?

A:

No, we cannot accept multiple payments for one group reservation. We recommend that a separate group reservation be booked for the same tour date and time.

Q:

Can I pay cash upon arrival instead?

A:

Our tour reservation policy is to facilitate all tour scheduling and payment through our online system. If this is not possible, please contact us at Info@AnchorBrewing.com or 415-863-8350 ext. 0.

Payment Policy

Q:

What's your payment policy? Is there a cost for children or individuals who are unable to drink (pregnant women, for example)?

A:

If you're 21 or over, you will be charged full price for the tour, regardless of your participation in the tasting session. All guests under 21 will not be charged.

Q:

What if I only want a tour and no tasting, can I be charged less?

A:

At this time, our Anchor Taste & Tour is all inclusive, so we do not offer such a discount. If you're 21 or over, you will be charged for the tour and tasting, even if you choose not to participate in the tasting session. Everyone under 21 is admitted for free and will not be able to participate in the tasting.

Q:

When will my card be charged?

A:

Anchor will collect payment for the Taste & Tour immediately upon booking a reservation online.

Q:

Why do you charge my card before the tour?

A:

Given the popularity of the Anchor Taste & Tour, our aim is to accommodate as many guests as possible. By facilitating payment immediately upon booking a scheduled tour, we can assess cancellations, accommodate our waitlist and insure that our tours are booked to capacity.

Q:

What happens with my credit card info once I give it to you? If CellarPass doesn't process payments, who does and why do I need to give my info to CellarPass at all?

A:

CellarPass is our tour management software and Authorize.net is our secure payment vendor. You can be assured that we use the most trusted and secure payment vendor available and you'll notice the Authorize.net verified merchant seal on our tour page.

For more information, you can visit [Authorize.net](https://www.authorize.net) to learn more.

Cancellation Policy

Q:

What is your cancellation policy?

A:

Anchor will collect payment for the Taste & Tour immediately upon booking a reservation online. If a tour cancellation or re-schedule is necessary and you've notified Anchor at least 48-hours prior to your reservation, Anchor will accommodate a change request to the booking at no charge.

Refund Policy

Q:

I missed my tour and am unable to reschedule. Who can I speak to regarding a refund?

A:

Anchor has a 48-hour cancellation/reschedule policy for our Taste & Tour. At this time, no refunds will be issued for requests submitted less than 48-hours prior to the event start time.

Q:

If one or two people in my party cancel, how/when will their fee be refunded?

A:

Anchor will collect payment for the Taste & Tour immediately upon booking a reservation online. All cancellations must be requested to Anchor Brewing prior to 48-hours of the scheduled tour to avoid being charged. If you have a change in the number of people in your party, we will apply partial refunds as long as we receive the request more than 48-hours before the event. This refund will be credited back to your credit card within 3-5 business days.

Contact information

Q:

I need help. The online system isn't working. Can I speak to someone directly?

A:

We would be happy to assist you through the process. Please email us at Info@AnchorBrewing.com or please call at 415-863-8350 ext. 0