



THE SCOTCH MALT WHISKY SOCIETY

DROP AND DRAM: FAQs

Can I pause my subscription or alternate months when I receive it?

Drop & Dram is a recurring monthly subscription service. At this time there is no way to 'pause' it or to select specific months in which you'd like to receive your pack. If you sign up, you will get a door drop of liquid every month until you cancel it. There is no minimum subscription period which means you can sign up in month 1 and then cancel in month 1 if you want to or at any other point in the subscription, so you are never tied into it.

How do I cancel my subscription?

We hope you love your Drop & Dram subscription but if you do need to cancel it, you can do so at any time by logging into your SMWS account on www.smws.com and navigating to the 'Cancel my Subscription' area. From there, simply hit cancel. Your subscription will be cancelled straight away. You will no longer receive a pack and access to any SMWS member benefits (including venue access and 70cl bottles) will be no longer be available to you. We'll send you an email confirming your cancellation.

My box arrived damaged - what should I do?

We've done rigorous transit testing of our packs so we hope that you never receive a damaged Drop & Dram. However, in the unlikely event of this happening, our policy is to ask you to send photos of the damaged pack to our Dram-cierge team at dram-cierge@smws.com. We will then send a replacement pack out to you. We need to photos to help understand what went wrong, so we can fix things and prevent a repeat.

Can I subscribe if I am already an SMWS member?

There is nothing to stop you from joining Drop & Dram but you would be paying for membership twice unless you cancelled your existing membership. We currently do not offer a pack-only option.

I'm a lapsed member – can I still subscribe to Drop & Dram?

Absolutely – we'd love to welcome you back! Simply sign up from our product page and we'll get you started with your first pack.

Can I cancel my subscription and still stay a member of SMWS?

Yes, when you cancel your subscription to Drop & Dram, you will automatically be given the option to stay a member of SMWS. Simply select this option during your cancellation journey and you'll then continue to stay a member with us and receive all of the benefits of being a Scotch Malt Whisky Society member, including exclusive access to our limited edition, one-of-kind 70cl bottles, access to all 4 of our venues, invites to our events and tastings and monthly content and offers that support you in your journey of endless discovery! You will no longer receive a monthly drop and dram pack.

Who can I contact to discuss anything subscription related?

Our Dram-cierge team are on hand to answer any Drop & Dram questions you may. You can contact them on 0131 555 2929 or email dram-cierge@smws.com

Do you ship Drop & Dram internationally?

At the moment Drop & Dram is only available in the UK and we cannot ship internationally. If you'd like to see this

product available in your part of the world though, please email us and let us know! We'd love to hear your thoughts! Just send an email to our innovation manager julie.roberts@artisanal-spirits.com

Does the subscription only offer single malt scotch whisky?

Drop and Dram is all about helping you on your journey of flavour exploration, so whilst the whiskies in our packs will be predominately scotch, from time to time we will also share other world whiskies with you to explore.

Can I give this as a gift?

Yes, you can! Drop & Dram would make a great gift for the whisky lover in your life! Just make sure the shipping address is completed with the delivery details for whoever you're going to be gifting the subscription to and the billing address is completed with your details.

What do I get from the subscription?

A monthly subscription to Drop & Dram includes:

- 3 x 50ml bottles of carefully curated, cask strength spirits from the SMWS range
- 3 x Tasting note cards for each of the whiskies in your pack
- 3 x write your own tasting note cards
- A postcard that will explain the theme of your pack each month. It also includes a scannable QR code that will take you to a tasting video all about the whiskies in your pack
- SMWS monthly membership which includes access to any of our 4 UK venues and access to purchase any of our 70cl bottles, tasting packs, merchandise or tickets to our exclusive events and tastings

Am I able to attend tasting events?

Yes - your subscription gives you full membership of the Scotch Malt Whisky Society with access to everything, including our events and tastings. You are able to attend by purchasing a ticket whether in person or online. We look forward to seeing you in our community!

Can I buy 70cl bottles of the drams included in Drop & Dram?

Yes – as long as there is stock and the product has not sold out then we would love you to buy a 70cl bottle of what you have enjoyed. However, as all of our bottles are limited edition, we can't always guarantee that a 70cl bottle will be available but that's where our Dram-cierge team comes in! We have a team of dedicated member support specialists who can help to recommend similar products for you based on what your preferences are. Just give them a call direct on 0131 555 2929 – they'd love to hear from you.

What types of whisky will be in the pack?

Drop and Dram is all about helping you on your journey of flavour exploration. Every month, you'll receive a selection of carefully selected whiskies – two of which will always be from our core range of single malts. Sometimes that will be scotch but sometimes we'll share a whisky from another part of the world that we think you'll love. The third bottle could be from one of our other collections like the Vaults Collection or from one of our small-batch blend bottlings. No two months will ever be the same and we promise a flavour journey like no other!

Will I be able to buy this pack in venues for gifting?

At the moment, our packs are currently only available for purchase online at smws.com



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