

CHAUTAUQUA-LAKE ERIE WINE TRAIL
GROUP (8 or more people), LIMOUSINE AND BUS TOUR GUIDELINES

The Chautauqua-Lake Erie Wine Trail attracts thousands of visitors each year, and many bus and limousine companies are understandably interested in this business opportunity. However, the rising number of tours and certain practices are creating issues which must be addressed. The following guidelines are intended to ensure that group, bus, and limo tours are mutually beneficial to the wineries, limo and bus companies, and customers. The following “do’s and don’ts” are provided by the Chautauqua-Lake Erie Wine Trail in an effort to ensure that the wine tasting experience remains pleasant, enjoyable, and safe for all.

When taking a group of more than 6 - 8 people to wineries on the Chautauqua-Lake Erie Wine Trail,

DO:

- Have a phone number for each winery you plan to visit. Know each tasting room’s hours and applicable tasting fees in advance.**
- Call any winery you plan to visit well in advance. While 2 weeks notice is preferable, any notice is better than none. This is especially important for larger groups.**
- Schedule tours preferably during weekdays or weekend mornings.**

Wineries are small businesses with limited staffing. Unannounced group arrivals cause considerable strain on tasting room operations, which may adversely impact customers’ experiences, particularly during peak periods and seasons. Advance notice enables wineries to plan ahead and arrange for extra staff.
- Park in designated areas (if available) to avoid blocking the entrance or parking lot.**
- Inform clients that it is illegal for them to carry any alcohol not provided by the winery being visited onto the winery’s premises.**
- Inform clients that it is illegal for wineries to serve minors or any individuals that appear intoxicated.**

Wineries operate under specific licenses issued by the State Liquor Authority that allow them to provide tastings of their wines in order to generate sales. It is illegal for customers to bring outside alcohol onto winery premises. It is also illegal for wineries to serve customers who are intoxicated or not of legal drinking age. Drivers should be proactive in handling these behaviors and not drop off intoxicated individuals expecting them to be dealt with by tasting room staff.
- Inform parties (bachelor, bachelorette, etc.) and other clients *in advance* that they need to conduct themselves in an appropriate manner at wineries.**
- Customers must always be respectful of winery owners, staff and other customers.**

Wineries are frequently visited by families and other customers who are seeking to enjoy the tasting room experience and/or vineyard environment. Winery owners and their staff are there to enhance the experience by educating consumers about their wine. **Wineries are not bars, nor are they equipped or staffed as such. It is unfair to expect winery staff to serve as bouncers or to control inappropriate behavior. It is very unfair for one or several unruly clients to detract from other customers’ winery experiences.**

DON'T:**☒ Drop off customers on a main road so that they can walk to a winery.**

Many wineries are on busy roads that are traveled at relatively high speeds. It is VERY DANGEROUS and a SERIOUS LIABILITY RISK for tour clients to walk along these roads to/from a tasting room.

☒ Provide alcohol in buses or limousines en route to wineries.**☒ Bring intoxicated or unruly clients to wineries.**

For all of the reasons stated above, most importantly the illegality of serving intoxicated customers, drunkenness should not be facilitated by providing or allowing consumption of alcohol en route to wineries. Bringing intoxicated or unruly clients to wineries will result in incidents and/or conflicts that will only serve to harm both wineries' and tour operators' businesses.

Thank you for helping keep the Wine Trail safe and fun!

Wineries and phone numbers:

Arrowhead Wine Cellars 814-725-5509
Blueberry Sky Farm Winery 716-252-6535
Burch Farms Country Market/Wine Shop 814-725-0747
Heritage Wine Cellars 800-747-0083
Johnson Estate Winery 716-326-2191
Lakeview Wine Cellars 814-725-4440
Liberty Vineyards & Winery 716-672-4520
Mazza Chautauqua Cellars 716-269-3000
Mazza Vineyards 814-725-8695
Merritt Estate Winery 716-965-4800
Noble Winery 716-326-9463
Penn Shore Vineyards 814-725-8688
Presque Isle Wine Cellars 814-725-1314
Quincy Cellars 716-736-2021
Roberian Winery 716-673-9255
Schloss Doepken 716-326-3636
South Shore Wine Company 814-725-1585
Sparkling Ponds 716-736-4525
Vetter Vineyards 716-326-3100
Willow Creek Winery 716-934-9463
Woodbury Vineyards 716-679-9463