

# TEMECULA VALLEY WINEGROWERS ASSOCIATION



## Responsible Partner Program Q & A

### **How do I sign up for the Responsible Partner Program?**

You can download the Agreement from our website [www.temeculawines.org](http://www.temeculawines.org) under Transportation category in the Plan Your Trip tab or Partners and Links tab. Please sign completed form and send or fax to TVWA. If you are unable to download the agreement please contact our office and we will gladly send or fax it to you. After we have verified your company status with the CPUC you will receive confirmation via email informing you of approval.

### **Will transportation companies who sign the Responsible Partner Agreement be listed on the TVWA website?**

No. All transportation companies signing the Agreement will be first verified with the California Public Utilities Commission (CPUC). After the transportation company's status has been confirmed the company name will be added to our Responsible Partner Program master list which is supplied to all current winery members. Wineries are notified of newly added transportation partners on a weekly basis.

### **If I have a Preferred Transportation Partner advertising agreement with TVWA, will my company be listed in the website?**

Yes. All transportation companies have the option to advertise under our Preferred Transportation Partner listing link. For a nominal yearly fee, your company name and a link to your website will be posted in our Transportation category. Please contact the TVWA for more information.

### **How will wineries know which transportation companies have signed the Responsible Partner Agreement?**

The TVWA staff will provide a Responsible Partner Master listing to all member wineries and provide newly added transportation companies on a weekly basis. Member wineries will verify your company and status on the master list prior to your visit.

### **Will all wineries have the same policies for transportation companies that sign the Agreement?**

Not necessarily. Each winery retains the right to establish their own policies and individual agreements with selected companies.

### **As a transportation company, why should I sign the Agreement?**

Companies that sign our Responsible Partner Agreement show their commitment to helping maintain Temecula Wine Country as a great tourist destination. Wineries over time will begin to show preference in accepting guests from those transportation companies that signed the Agreement.

### **What is an "incident?"**

An incident is an adverse event reported against a transportation company by a member winery. An incident begins with problems that occur at one or more wineries where either the transportation company or one of their passengers creates disruptions in a winery. If the driver for the transportation company refuses to take action to remedy the situation, the winery will report the incident to the TVWA. The TVWA will follow up with the transportation company and seek a resolution to the problem. If the TVWA believes that the transportation company is taking responsible and appropriate actions, no incident is recorded. TVWA has the right to remove a transportation company from the Responsible Partner Program at their discretion.

### **As a transportation company, is there any appeal for obtaining a recorded incident or removal from the program that I feel is unfair?**

The TVWA Board will accept written appeals and will rule on them at the next scheduled Board meeting. The submitting company will be notified of the outcome.

### **May a transportation company drop the program at any time after signing the Agreement?**

Yes. A transportation company who signed the Agreement and now wishes to be dropped from the program may do so by submitting their request in writing to the TVWA staff.

### **The Agreement says that Responsible Partners will show a preference in visiting TVWA member wineries. Does this mean that they cannot visit non-member wineries?**

No. A transportation company has the right to visit any winery that they wish. Those companies who have signed the Agreement are expected to encourage their customers to visit TVWA member wineries as much as possible. In the same way, wineries will offer a preference towards accepting visitors from those transportation companies that sign the Agreement.