



# Q & A

**Q. What happens when I purchase my SIP passport online?**

Once you purchase the passport, you will receive a confirmation that contains a QR ticket code. This ticket can be printed, or you can present on your smartphone at the designated winery pick-up location listed on the confirmation. Once you arrive present the QR ticket code for each passport you purchased and in turn, the host winery will provide you with our physical passport that includes 5 tasting ticket cards you can redeem at any of the current participating wineries\*

**Q. Can the passport be used on multiple days?**

Yes, it can! You can choose to visit one or two wineries one day and finish the rest of your visit the following day. Or if you decide to come back in a month or two that is okay too! There are 5 tasting cards that can be used at any time Monday-Friday (excluding holidays).

**Q. Can two people share a passport?**

Yes, you can! The passport includes 5 tasting cards that can be used at any participating winery you choose to explore for wine tasting.

**Q. Is my SIP passport transferable once I have purchased it?**

Yes, it is! You simply click on *View Receipt* and forward the ticket you want to transfer to any recipient you wish via email. The recipient must follow all the instructions regarding pick-up if you have not already done so. If you have already picked up the passport, you may just give it to the person you are transferring it to. No need to contact us.

**Q. What is a standard wine tasting flight?**

A standard flight may vary from winery to winery, but the average is 4 - 5 (1 oz.) tastes of the wines you choose from the tasting menu. If you would like to taste additional wines, you will incur the additional cost of buying a tasting ticket directly from the winery. A souvenir glass is not included with SIP promotion tasting, but the winery will provide you a glass during your tasting. You also have the option of purchasing a souvenir wine glass at your favorite winery – maybe even include a bottle (or two!) at the special SIP holder discount (if applicable)!

**Q. Do I need reservations at a participating winery?**

Unless specified by the participating winery, no you do not need advanced reservations. Please visit [www.temeculawines.org](http://www.temeculawines.org) and go to our Promotions page for a current list of participating wineries.

**Q. What is the pick-up hours at the designated check-in winery location?**

The hours will be same as the winery's operating hours. Usually 11am-5pm.

**Q. When does the passport expire?**

The SIP Passport program is on-going, and the passports do not have an expiration date. However, we do reserve the right to end the program at any time.

**Q. Why isn't the check-in winery location posted on your website SIP ticket page?**

The designated check-in location changes every quarter. The check-in location will be listed once you

complete your online purchase, so you have the most current information. Your confirmation will also include dates, operating hours, and location of the current winery check-in you will be assigned to.

**Q. Are transportation services included with the passport?**

The SIP passport price of \$50 is for the 5 tasting tickets only and does not include transportation. We suggest contacting any of our transportation partners listed on the [Tours](#) page of our website if you require transportation.

**Q. Is the passport available on weekends or holidays?**

No, the passport is only available Monday through Friday and excludes weekends and the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and Christmas Day.

**Q. My plans have changed, and I already bought my passport. Are the passports refundable after purchase?**

Since our SIP passports program is an ongoing promotion and has no expiration date, we do not offer refunds. You may, however, transfer or provide your tickets to another person to enjoy.

**Q. Can I buy a passport as a gift?**

You absolutely can! SIP passports make great gifts. Simply click *View Receipt* and choose the ticket you want to forward and send via email to your gift recipient. The recipient will receive a notice that a ticket has been reserved by you and the same instructions you received will be provided to them.

**Q. Can I buy a passport through a winery?**

SIP passport can only be purchased online through the Temecula Valley Winegrowers Association website at [www.temeculawines.org](http://www.temeculawines.org). Check out our Promotions page for details.

**Q. What does the passport look like?**

The passport is a trifold that includes a list of SIP participating wineries, a map, 5 tear-out tasting card, and exclusive discount offers available for passport holders only.

**Q. I've lost my passport – can it be replaced?**

Once you have received your physical passport, it cannot be replaced or refunded. You will have to purchase another passport.

**Q. Is there a limit of passports I can buy?**

There is a limit of 8 passports per transaction. Participating wineries will not accept groups larger than 8 with SIP passports and it is not allowed to be used by transportation companies.

Hopefully, we've answered all your questions. We look forward to your visit soon, have fun exploring your favorite Temecula wines!

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*\*Participating wineries are subject to change without prior notice.*

For additional information, please email [info@temeculawines.org](mailto:info@temeculawines.org) or visit our website at [www.temeculawines.org](http://www.temeculawines.org). We may also be reached via phone at 800.801.WINE.