

Dealing with Guided/ Unguided Tours

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the problem(s)

Large tour groups who show up unannounced, unescorted, and/or extremely inebriated.

- *Groups drink while on bus and arrive intoxicated. They are rowdy and difficult to control.*
- *They show up unannounced after being turned away from other places and ambush the tasting room, veranda, lawn, bathrooms etc. We need an opportunity to prep for them and give them a designated area specific to a larger group.*
- *They drink outside alcohol on premise when unsupervised, thereby creating a liability.*
- *They bring food and leave a mess. Bus operators are unaware/don't care.*
- *Ignore rules such as "no outside food" on food truck dates.*

As a Tour Operator

NC Wine Gals

1. 'Code of Conduct'
 2. No drinking in our vans
 3. Always email we are coming
 4. Supervise our groups/monitor behavior
 5. Clean up after groups
 6. Plenty of water & food
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As a Vineyard



1. ALE training
 2. Accurate pours
 3. Knowing when to stop serving
 4. Requiring reservations
 5. Saying no to large, unruly groups w/o a reservation
 6. Banning tour bus companies that constantly break the rules
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We have a responsibility to ensure no one is overconsuming. The bus groups rob the vineyards and tasting rooms of sharing the beauty of North Carolina wine by allowing them to drink on the way here and between tasting rooms. **This is not a bar like atmosphere** and we do not want other guests turned off by rowdy groups with poor manners.



Contact

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