



SCM Wine App Frequently Asked Questions With New Passport In-App Purchase

What is the new SCM Wine App?

The new SCM Wine App allows you to view information about wineries, wine trails, dining, accommodations and events within the Santa Cruz Mountains AVA, including San Mateo, Santa Clara, & Santa Cruz counties.

What is a SCM Passport?

With your SCM Passport you can visit participating wineries 365 days per year during winery hours of operations as well as on Passport Celebration Days for tastings. At each winery you visit, your Passport will be redeemed for a tasting. Passports are available in a physical printed version and mobile version.

What is the new mobile Passport?

Once you have downloaded the SCM Wine App you have the option of making an in-App purchase of the mobile Passport, which gives you the opportunity to redeem Passport tastings on your mobile phone instead of a physically printed Passport booklet. Once you purchase your mobile Passport you will instantly be able to taste at any participating winery.

Should I buy the mobile Passport or the printed Passport booklet?

Do you enjoy the ease of having your Passport readily accessible on your mobile phone? Or do you like the feel of a physical Passport booklet? Whichever option you select is based on your personal preference.

How to purchase the mobile Passport?

- 1) Download the free SCM Wine App from the iTunes App store or Google Play store.
- 2) Within the SCM Wine App you will be able to purchase the mobile Passport for a fee of \$75 by clicking on the Passport icon.

How to purchase the printed Passport booklet?

Printed Passports can be purchased on the scmwa.com website. Please purchase 2 weeks in advance for shipping and handling. You can also purchase Passports at participating wineries, we recommend calling the winery you plan on visiting first to confirm they have Passports in stock.

I'm an existing Passport holder, can I still use my printed Passport booklet?

Yes, the new mobile Passport is a digital version of the printed Passport booklet. It has all the same benefits of a printed Passport booklet.

Do Passports Expire?

Yes, both mobile and printed Passport booklets are valid for 1 year. On the mobile Passport you will receive an in-App notification 30 days before it expires. Once it expires, you will have the option to renew it in the SCM Wine App. Printed Passports will be stamped with the expiration date 1 year from the mailign date. Passport booklets need to be purchased online at scmwa.com.

When can I use my Passport?

You can use your Passport any day of the year that participating wineries are open. Four Passport Celebration Days are designated each year on the third Saturday of January, April, July and November.

Can I only use it on Passport Celebration Days?

No, you can use it any day of the year that participating wineries are open.

Can the Passport be used more than once at each of the winery?

No, a Passport is valid for one tasting at each winery per year.

I've purchased the mobile Passport; how do I redeem my tasting at the winery?

Once you're ready to taste, pull up the winery you're at in the Passport section of the App and notify your host. They will tap the redeem button and confirm your redemption. Once the Passport has been marked as redeemed it cannot be changed, so make sure your host redeems it. **Please do not redeem it yourself!**

I've purchased the physical Passport booklet; how do I redeem my tasting at the winery?

Once you're ready to taste, go to the wineries page in your Passport booklet and notify your host. They will stamp the page with a unique stamp to redeem your tasting.

How do I know which wineries participate in the SCM Passport?

Participating wineries and their hours will be shown in the Passport section of the SCM Wine App and on each page of the printed Passport booklet.

What if a winery is closed?

SCWMA makes every attempt to collect valuable information about the winery leading up to a Passport day. This includes winery closures, events and anything else that may be of importance to make your visit truly memorable without causing any inconveniences. If a winery is closed when it's listed, it's open please notify us so we can get it resolved right away.

Do I need to make reservations at a winery beforehand?

No, participating wineries offer guests the opportunity to taste any time during their open hours. However, if your party is 6 or more please call ahead of time. A winery may have restrictions such as group size and Passport acceptance locations. These restrictions are provided under their Passport listing.

How do I know how long I have left on my mobile Passport?

To see when you purchased your 1-year subscription visit the App store and find my subscriptions under your profile. You will also receive an in-App notification 30 days before it expires.

What if I have a question that was not answered here?

Please contact SCMWA staff at 831-685-8463 or contact@scmwa.com