



What Tasting Rooms Can Do

Now to Stay in Business During a Rolling Blackout

As we anticipate rolling blackouts throughout California in the next few days, it's time to take a few steps to prepare. During these multi-hour rolling blackouts, the significant issues for tasting rooms (and other guest serving businesses) relate to the continuation of guest service. (And of course - the safety of guests and employees are always the priority.)

BACKUP POWER:

Make a plan for how you will power devices, computers, lighting, and refrigeration.

- **KEEP A CHARGE:** Make sure your cell phone, external chargers, power stations, and laptops are all charged.
- **YOUR CAR AS A CHARGING AND COOLING STATION:** Ensure there is enough fuel in your car (or power in electric vehicles) to use as a charging and cooling station.
- **EXTERNAL POWER SOURCES:** Consider investing in an external generator, power stations, and other external battery charging systems.

BACKUP INTERNET ACCESS:

To run payments on charge cards, you need to have access to the internet. Make sure you have multiple internet access methods. For example, if your high-speed cable internet is down, use your wireless phone service instead. Because of COVID-19, you're discouraged from using cash. Here are some options to continue with credit card payments.

- **SEPARATE POINT OF SALE SYSTEM (POS) FROM PAYMENTS.** If you can't power your POS system, make sure you can accept credit card payments. Here are some options to accept payments in a critical outage:
 - **USE YOUR MOBILE PHONE:** Swipe on a mobile device.
 - **SET UP OFF-SITE CONTACT:** Call to a staff member or representative in an unaffected area, and have that person run the payment on a virtual terminal.
 - **ELECTRONIC PAYMENT:** Send an e-invoice via email or text to the customer to click and pay. (Research how you can do this in advance, so you're prepared.)
 - **ONLINE PAYMENTS:** Set up an online payment page for customers.
 - **PAPER RECEIPTS:** Have duplicate receipts "books" ready for signatures and enter authorization code instead of imprinting card numbers.

Other Resources:

- [Fema Toolkit](#)
Let us know if you have any suggestions and we'll add it to the list.

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