



Operational Guidelines for Kentucky Distillers' Association Member Distilleries & Transportation Partners

In an effort to ensure that all visitors to Kentucky Distillers' Association (KDA) member distilleries are provided with safe, responsible, and high quality experiences, the KDA has worked with its membership and partners to adopt best practices that all distilleries and transportation companies operating within the state of Kentucky are asked to abide by.

BASIC CRITERIA FOR TRANSPORTATION COMPANIES

The below criteria is required by regulation for all limousine, commercial motor vehicle and tour operators conducting business in the state of Kentucky. Distilleries reserve the right to request proof of criteria and deny services to any person/company not in compliance with state and federal requirements.

- Limousine operators must have limo operating authority granted by the state of Kentucky – Form TC 95-633. If operating not as a Kentucky company, then DOT number must be displayed if the vehicle crosses state lines.
- Commercial vehicle insurance must be held at the minimum of \$650,000 coverage. Not just 'regular' car or rental insurance.
- Vehicle inspections must be performed and documented yearly by a certified inspector.
- Criminal background checks must be performed on all chauffeurs/drivers.
- Limo plate must be displayed on the front of the vehicle – from Kentucky Motor Carriers.
- Operators must carry a fee-receipt card in the vehicle.
- If operating a vehicle rated for 8 passengers or more, a Federal Operating Authority or DOT#, is required and must be displayed, even if you do not cross state lines.
- If using a rented vehicle, rental authority is required from the state with Form TC 95-15.
- No drinking or sampling of alcohol is permitted by commercial drivers while on duty per the Federal Motor Carrier Safety Administration's [Safety Planner section 6.3.2 Alcohol \(392.5\)](#).

- Operators must collect and remit sales tax and all other appropriate taxes.
- Require proof of being added as an "additional insured" on the guest's insurance policy if hiring as a driver of that guest's vehicle.

BEST PRACTICES AND POLICIES

The below section outlines best practices and policies recommended by the KDA for implementation by distilleries and transportation partners.

- Establish clear policies in writing and reinforce verbally that the distillery or transportation company reserves the right to terminate the tour if guests are exhibiting poor, disrespectful, or disruptive behavior. Policies may include zero tolerance for:
 - Discrimination based upon race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin or genetic information, or any legally protected class;
 - Harassment with unwelcome and/or offensive treatment or conduct (verbal, physical, psychological, visual, sexual harassment, or otherwise);
 - Fighting, assaulting, threatening, intimidating, or otherwise disrespecting another person;
 - Bringing firearms or weapons of any kind, illegal drugs, or unapproved chemicals onto any KBT/KBTCT premises;
 - Interference with standard distillery/tour procedures, like transportation or alcohol service;
 - Being over-intoxicated by alcohol or impaired by illegal drugs of any kind;
 - Aiding or abetting the sale or service of alcohol to an individual under Kentucky's legal drinking age;
 - Violation of any city, state, or federal laws or statutes;
- Communicate with guests pre-visit to outline expected behavior, proper footwear/attire, responsibility education, and liability of all parties. This includes a pre-departure talk regarding behavior expectations before leaving for the excursion.
- Check with guests to ensure they have a valid ID for legal drinking age checks, and perform ID checks on all individuals. Transportation companies may consider wristbanding individuals who have been ID checked prior to arriving at a distillery and communicating this with visitor center staff.
- Vehicles must park in designated parking areas only.

- Consumption of alcoholic beverages on distillery property is only permitted as part of a distillery tour/experience and is strictly prohibited elsewhere on distillery property and in the parking lot.
- If possible, tour groups scheduled after 4pm should be accompanied by the driver into the visitor center and/or on the tour - please make these arrangements in advance of your arrival (we have found that 'late in the day' groups have a higher tendency of being overserved).
- Establish a code word or phrase between distillery staff and drivers as a first line of defense to decide how to pivot with a potentially troublesome individual/group:
 - i.e. color coding: "I've got a red group, yellow group, green group here"
- Distribute a quick access contact list for drivers and distillery staff to communicate concerns ahead of arrival.
- Establish "alternative" (low proof cocktail option or abbreviated tasting) for the problematic individual/group.
- Segregate the problematic individual/group from other tours, if possible.
- Make water available at ALL TIMES both at the distillery and in vehicles.
- Make snacks available at the distillery and in vehicles, and encourage all guests to eat and drink water often. Establish common sense guidelines to accommodate lunch/food breaks based on volume of visits or drinks.
- Stow purchased package alcohol out of reach of the drivers and passengers (i.e. in a lower compartment or trunk) so it cannot be consumed in the vehicles.
- Establish uniform incident reports and train your staff to use them.
- Participate in the KDA Tour Operator Summit held annually in the winter.

Result of Infringement Upon Best Practices

The above listed best practices and policies are recommendations. However, in the case of violation, distilleries and transportation companies have the right to:

- Refuse to serve alcohol to guests.
- Expel guests and tour operators from distillery property without a refund.
- End a tour/experience and return guests before the appointed time without a refund.
- Report tour operators to the Department of Transportation for failure to provide sufficient proof of insurance, DOT licenses, etc. (see above listed criteria).
- Report an incident to law enforcement if it is reasonable to assume that someone's well-being may be in danger.
- Refuse to accept future tour reservations from infringing tour operators.
- Recommend dismissal from sponsorship of the Kentucky Bourbon Trail without a refund.

ADDITIONAL RESOURCES

Ky.gov An Official Website of the Commonwealth of Kentucky

drive.ky.gov

Driver Services ▾

Vehicle Services ▾

The Passenger Section handles the processing of vehicles for various different types of intrastate for-hire passenger Certificates.

Buses

- Transportation Network Company (TNC)

Disabled Person Vehicles

- Limousine
- Taxi

Passenger Carrier Application

General

- Before applying for intrastate passenger authority please read instructions and applications.
- An insurance carrier authorized to transact business in Kentucky must file a Form E, Uniform Motor Carrier Bodily Injury and Property Damage Liability Certificate of Insurance with Motor Carriers prior to submitting an application. Liability coverage must be in compliance with [KRS 281.655](#).
- You must have at least one vehicle available before Motor Carriers will grant a certificate. All passenger vehicles require a county clerk-issued plate.
- Complete all vehicle inspections by an automotive service technician and all nationwide criminal background checks prior to submitting the application.
- For an approved listing of criminal background check companies. [Click Here](#)

If you have not yet applied for authority to operate as a passenger carrier, you may obtain an application and any necessary forms from the [Forms Library Online](#) and through the Division of Motor Carriers at (502) 564-1257.

Authority-Specific Instructions for Applying

Transportation Network Company (TNC) complete the following:

- [TC 95-627](#) Transportation Network Company Authority Application - Instructions are included.
- [Department Approved Driver Safety Training Courses](#)

Taxicab certificate complete the following:

- [TC 95-632](#) Taxicab Authority Application. You may obtain an application for new authority or additional vehicles from the [Forms Library Online](#) – instructions are included.
- Vehicles operating under a taxicab certificate may not be more than eight (8) regular seats.

Limousine Certificate complete the following

- [TC 95-633](#) Limousine Authority Application. You may obtain an application for new authority or additional trailers from the [Forms Library Online](#) – instructions are included.
- Vehicles operating under a limousine certificate may not be more than fifteen (15) regular seats.



CONSUMER COMPLAINT

MAIL TO:

Kentucky Transportation Cabinet
Division of Motor Carriers
PO Box 2007, Frankfort, KY 40602-2007

OR:

Email: qp.dmc@ky.gov

OVERNIGHT DELIVERIES:

200 Mero Street, 2nd floor, Frankfort, KY 40622

Drive.Ky.Gov

SECTION 1: COMPLAINANT INFORMATION

Name

Address

City

State

Zip

County

Home Phone

Work Phone

Cell Phone

E-mail address

SECTION 2: COMPANY COMPLAINT IS AGAINST

Company Name

Address

City

State

Zip

County

Phone

SECTION 3: COMPLAINT INFORMATION *(Please complete entire section.)*

Was bill of lading, freight, or contract signed?

Yes No *(If yes, please attach **copy** of your contract.)*

Where was it signed?

Dates of transportation services

From:

To:

Total Price

Amount Paid

How was service advertised?

Newspaper TV Radio Mail Phone Email Internet Other

With what other agencies have you filed this complaint?

What action was taken?

Have you hired or retained a private attorney?

Yes No

Have you started court action?

Yes No



CONSUMER COMPLAINT

SECTION 3: COMPLAINT INFORMATION *(cont.)*

What action will resolve your complaint?

Below, briefly state the facts of your complaint *(If necessary, use additional paper.)* Please attach copies of any papers involved; card receipts or statements, contracts, advertisements, canceled checks, etc. The information you provide will be used in our effort to resolve your problem and may be shared with the party against which you have complained. It may also be used to enforce applicable state laws. Under Kentucky's Open Records Act, this complaint will be available for public view upon request. Certain personal information such as account numbers are not subject to the Open Records Act.

SECTION 4: SIGNATURE AUTHORIZATION

The above information is true and accurate to the best of my knowledge.

Signature

Date