



WELCOME

Dear Guest,

Welcome to Carter Estate Winery and Resort. We are delighted you have selected our resort and would like to extend a very warm welcome. We trust your stay with us will be a very pleasant and memorable one. We look forward to providing you with the utmost personal and gracious service, which makes our resort the luxurious travel experience you desire.

Prepare to experience luxury uncorked. Discover our remarkable resort and sustainable winery, which reflects founder Jim Carter's dream and vision. Thank you for choosing us as your wine country destination. We hope that you will enjoy your time spent as you unwind, relax and rejuvenate. We look forward to your return visits and hope you will make Carter Estate Winery and Resort your choice every time your travels bring you to Temecula Valley Wine Country. While you're here, please be sure to share your experiences with us on social media: @CarterEstateWinery and #CarterEstateWinery.

The following pages of this directory are provided to assist with all the amenities and services available at our resort. In addition, the directory provides hotel emergency procedures and frequently requested phone numbers.

Should you require assistance or have any questions, comments, or concerns during your visit with us, please do not hesitate to contact us by dialing Guest Services at "0" on your phone console.

Sincerely,

Karl Kruger
Managing Director

Visit our sister winery resorts.



WineResort.com



ROOM FEATURES AND AMENITIES

ROOM FEATURES AND AMENITIES

GUEST SERVICES

Our Guest Services Department is staffed 24 hours a day, 7 days a week for your convenience. Please dial “0” on your in-room phone for assistance.

ATM

An ATM is available at the main entrance of the Tasting Room.

BABYSITTING

Our front desk is able to provide you a selection of local babysitting services. These agencies are not affiliated with the resort.

CERTIFIED SUSTAINABLE

Carter Estate Winery is proud to be designated as a Certified Sustainable winery and vineyard 100% estate grown and bottled. Winner of awards & medals from domestic & international wine competitions.

- Biodiversity in our estate vineyards to ensure soil health.
- Winemaking process that protects the environment.
- Social responsibility by conserving water.
- Economic viability.

CHECK-IN AND CHECK-OUT TIME

Check-in time is after 4:00pm daily. Check-out time is before 11:00 am.

Should you need additional time, please contact Guest Services for details and arrangements.

CLIMATE CONTROL

We understand climate control is important to ensuring your complete and total comfort, which is why each room has its own thermostat. Please contact Guest Services for any assistance.

Ceiling fans have a separate wall-mounted control. To operate the fan, slide switch down to turn on and up to turn the fan off.

DOORS

The doors leading to your private patio are very secure. To open, turn the deadbolt to unlock. Pull down on the door handle and push the door open. To lock the doors, pull doors in tight. Turn the deadbolt to lock.

ROOM FEATURES AND AMENITIES

FIREPLACE

Each suite has its own gas fireplace. To turn it on, locate the on/off switch on the fireplace faceplate and press. To turn it off, press the on / off switch on more time.

HAPPY HOUND – DOG PROGRAM

Skip the dog kennel and bring your hound along for the ride. At check-in, pets receive a sWag Bag of goodies for their stay, including food and water bowls, a pet blanket for snuggling up at night, their own new bandana, and a special treat. Of course, we have dog walking areas, relief stations, and doggie pick-up bags for your convenience. Check with the guest services team for recommendations for nearby pet friendly activities. There is a \$100 fee for each dog, per stay.

ICE

Our staff is available to deliver ice to your room 24 hours a day. Simply dial “0” on the phone console.

The ice machine located to the left of the Vineyard Grill building and is available 24 hours a day.

IN ROOM DINING

To view Room Service menu selections, please press “MENU” on your TV remote.

LUGGAGE ASSISTANCE

Contact Guest Services by dialing “0” on your in-room phone for assistance with your luggage.

OLIVE OIL

Stop by the Tasting Room to sample our olive oil from our sister property South Coast Winery, produced with estate-grown olives, pressed and bottled locally.

POOL HOURS

The pool is open by reservation and is subject to change, please contact the front desk for hours. Pool towels are available at the pool.

POSTAGE STAMPS

Are available at the front desk.

ROOM FEATURES AND AMENITIES

RESORT AMENITIES FEE:

- Wi-Fi throughout the Resort
- Fitness Center (located across the street at South Coast Winery Resort & Spa)
- Parking on site
- Keurig single cup coffee & tea service
- In-room bottled water
- In-room safe
- Flexible check-in and check-out (when available)

VOICEMAIL

Your in-room phone is equipped with a voicemail system. A light will illuminate if you receive a voicemail, please follow the directions on the phone to retrieve your messages.

WAKE UP SERVICE

If you need to schedule a wake up call please contact Guest Services by dialing “0” on your in-room phone.

WINE

Make your stay extra special by adding a bottle of wine. We consider these a treasure from our vineyards and we make several varietals available to you for purchase. Please contact Guest Services by dialing “0” on your in-room phone. Please enjoy responsibly.

Just a reminder that Carter Estate Winery and Resort is a non-smoking facility. A \$250 cleaning fee will be charged for any type of smoking in your room. We thank you in advance for your cooperation.



RESORT SERVICES TELEPHONE DIRECTORY

RESORT SERVICES TELEPHONE DIRECTORY

RESORT DEPARTMENTS, HOURS AND EXTENSIONS:

• Emergency	Dial "9" - 911 or 0
• Resort Operator (Available 24 hours a Day)	Dial 0
• Guest Services Department (Available 24 hours a Day)	Dial 0
• Housekeeping (Available 24 hours a Day)	Dial 0
• Wake-Up Calls	Dial 0
• Security (Non-Emergency)	Dial 0
• Room Service (7:00am – 11:00am & 11:30am – 9:00pm)	Dial 7235
• Sales & Catering Monday – Saturday: 9:00am – 5:00pm	Dial 7215
• Wine Club Monday – Sunday: 10:00am – 6:00pm	Dial 5250
• Tasting Room Monday – Sunday: 11:00am – 6:00pm	Dial 4507
• GrapeSeed Spa	Dial 7280
Monday – Thursday: 8:00am – 6:00pm & Friday – Sunday: 8:00am – 7:00pm	
• The Vineyard Rose Restaurant located at South Coast Winery Resort & Spa	Dial 7230
Breakfast: Monday – Friday: 8:00am – 11:00am	
Lunch: Monday – Friday: 11:30am – 3:00pm	
Dinner: Monday – Sunday: 5:30pm – 9:00pm	
Happy Hour: Monday – Sunday: 3:00pm – 5:30pm	
Weekend Brunch: Saturday & Sunday: 8:00am – 3:00pm	

Resort hours are subject to change after published date for event or seasonal changes.

DIALING INSTRUCTIONS:

Room to Room Calls: Dial the four-digit room number

Local Calls: Dial 9+1, area code and the telephone number.

Long Distance Calls: Dial 9+1, area code and the telephone number.

International Calls: Dial 9+011, the country code, city code, and the telephone number

Toll Call: Dial 9+1, and the telephone number.

INTERNET CONNECTIVITY:

High-speed internet access is available to each of our guests.

The network is **CEW-Public** and no password is required.



SAFETY AND SECURITY

SAFETY & SECURITY

Your safety and the security of your personal property are of the utmost concern to those of us who welcome you as our guest. We urge you to take advantage of the following suggestions:

Local Inhabitants

Carter Estate Winery & Resort is a working winery, with beautiful vines, olive trees, natural foliage and outdoor creatures. We like to keep the creatures outdoors, so we suggest you close your patio door when you are not enjoying it and remove all food. You may at sometime experience a small visitor (arachnids, lizards, insects, etc.) as they like to escape into cooler (or warmer) temperatures. We will be happy to help you evict them if you do not feel comfortable doing so yourself.

Use of Room Safes for Your Valuables

Do not leave money or valuables unattended in your room. We provide safes in each of the rooms for our guests' use and protection.

Keys

Do safeguard your key. Be sure to leave it with the Front Desk Agent upon departure. Do not leave it in your room or in the door. Do not give your key to others.

Lost & Found

If you happen to misplace an item, please call extension **5275**.

Do Not Disturb

For your safety and the safety of all of our guest, Carter Estate reserves the right to perform a wellness check on any room that has displayed a "Do Not Disturb" sign on their door for more than 24 hours.

In case of emergency, from any guestroom, dial "0". From any house phone, pick up the receiver and you will be connected to our front desk.

In the event of an emergency, please vacate room or villa and assemble in front of the Reception Building. A resort representative will meet you there with information.

BELOW ARE THE NEAREST LOCATIONS FOR MEDICAL SERVICES

Nearest Hospital

Temecula Valley Hospital 24 Hour Emergency Room

Phone: (951) 331.2200

31700 Temecula Parkway, Temecula (6.8 miles)

Nearest Walk-in/Non-Emergency Medical Facility

Temecula 24 Hour Urgent Care

Phone: (951) 308-4451

41715 Winchester Rd, #101 Temecula (8.6 miles)

Pharmacies

CVS Pharmacy

Phone: (951) 699-7578

31771 Rancho California Rd, Temecula (3.6 miles)

GUEST EMERGENCY PROCEDURES

Severe Weather

- The Front Office and Emergency Response Team continuously monitors the National Weather Service. If there is a weather emergency nearby, an announcement will be made throughout the resort to notify guests with simple instructions for evacuation to a safe area within the facility.
- When the severe weather threat has passed, the Emergency Response Team will notify all department managers to advise guests that the severe weather has passed.

Fire

- Familiarize yourself with your surroundings; location of hallway fire exits, alarms and extinguishers, driveways and property exits.
- If an alarm is sounded or if instructed to evacuate, test your door for heat or smoke and if clear, go to the nearest exit.
- If you must remain in the room place wet towels under the door and tell the operator your room number.
- Turn off all air conditioners and stay low to the floor.
- The Cal FIRE Station 95 is located approximately 5 miles from Carter Estate Winery & Resort.
- The resort has fire response protocols in place with the Fire Department and 911 dispatch.
- Upon authorization from the Fire Department, resort management and staff will make announcements to the guests with instructions for evacuation to a safe area in the facility.
- The Emergency Response Team will notify all department managers to advise guests that the Fire Department has given the approval for guests to return to their rooms or prior activities.

During an Earthquake

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Do not use a doorway.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

GUEST EMERGENCY PROCEDURES

After an Earthquake

- Do not rush outside.
- Use stairwells only after advised they are safe.
- Do not light a match or lighter in case of leaking natural gas.
- Telephones should be used only for emergency calls. Hotel staff will provide you with information using public address systems.

ACTIVE SHOOTER SITUATION

In the unlikely event of an active shooter situation, we want our guests to be prepared with the best information from the US Department of Homeland Security.

Evacuation

Get out of the building/area even if others won't follow. Help others escape, if possible. Take an evacuation path away from the suspect. Warn others as you escape. Do not attempt to move wounded people. Do not rush toward officers, keep your hands visible at all times, and follow all of their commands. Update police with the suspect's description and location.

Suspicious Items

- Do not touch a suspicious-seeming item.
- Immediately report the item—dial “0” from your room or villa or pick up any house phone to be automatically connected.

Lockdown

Do not leave your current location if you feel the suspect will see or find you. If you can, gather those around you and go to the nearest room with a locking door. Once inside, lock the door and barricade it with heavy objects. Try to prevent being seen. Turn off lights and close drapes or blinds. Sit or lie on the floor next to the wall with the door and be as quiet as possible. Silence your cell phone. Do not answer or open the door for anyone. If you are found and unable to get away, throw objects, yell, and continue to defend yourself.

- Security cameras and designated members of our Emergency Response Team monitor and patrol the facility and surrounding property 24–7.
- 24 hour security phone number: dial “0” (Guest Services).
- 24 hour security monitoring is located throughout the resort.
- Advanced protocols with the City of Temecula police/fire/medical dispatch (**911**).
- We receive ongoing updates from local, state, and federal authorities.



Carter Estate
WINERY AND RESORT

DINE

DINE

The Vineyard Grill

Located next to the pool, The Vineyard Grill offers exceptional cuisine in an al fresco dining atmosphere, from salads to sandwiches to desserts we're certain you'll find something to satisfy that mid-day hunger. The Vineyard Grill also carries many of our Carter Estate wines and bubbles as well as mimosa's, sangrias and non-alcoholic beverages.

HOURS:

Times may vary - please see the front desk for menus.

IN-ROOM DINING

Availability may be limited and is subject to change.

The Vineyard Rose Restaurant - located at South Coast Winery Resort & Spa

Delight your palate with flavorful California contemporary cuisine at The Vineyard Rose Restaurant, a 2019 OpenTable.com Diners' Choice award winner. Our chefs use the freshest, local field-to-fork ingredients. Our expert winemakers pair each entrée with our award-winning wines. Our full bar complements both Carter Estate and South Coast wines with an assortment of beers, spirits, and cocktails. The elegant dining room, bar, veranda, and terrace create the perfect settings for any occasion. Dial "0" to arrange a shuttle to transport you.

HOURS:

Brunch: Daily: 8:00am – 3:30pm

Dinner: Daily: 5:30pm – 9:00pm

For reservations and pricing information, please call extension **7230**



Carter Estate
WINERY AND RESORT

WINE

WINE

EXPERIENCE WINE LIKE NONE OTHER

THE WINE CLUB AT CARTER ESTATE WINERY WELCOMES YOU

The Winery

Surrounded by 112 acres of carefully tended vines, Carter Estate Winery elevates the Southern California winery experience to Napa levels and beyond. What makes our grapes so special is the combination of the rich Southern California soil and generous Temecula Valley sunshine. Pair this stunning atmosphere with Carter Estate Winery's talented winemakers and you get beautiful wines you simply cannot find elsewhere.

Main Tasting Room

Dial Extension **4507**

Open daily from 11:00am to 5:00pm, seven days a week

Located at the entrance to the resort you'll see the Tuscan style building that is the home to the Carter Estate Winery tasting room. Here you'll experience the luxury of a seated wine tasting that will entice and indulge your senses. For an added experience, a Carter Estate Winery private food and wine pairing is available. Tempt your palate with a variety of wines from our exclusive collection and discover a new favorite.

Pairings

Your guided experience includes a specially selected flight of five of our Carter Estate wines paired with perfectly matched culinary bites from our Chef. Learn about the history of our beautiful Temecula Valley & get a behind-the-scenes look at how our award-winning Sparkling wines are made. Our Wine & Food Pairings are approximately 90 minutes & limited to eight guests. Make your reservation today! Must be 21 or older.

JOIN THE CLUB

WINE CLUB PRIVILEGES

Reward yourself with a membership in our Wine Club. Carter Estate Winery Resort Club members enjoy a wide array of benefits and privileges like none other being offered in the market today. As a member, these include access to exclusive, pre-release, limited release, and reserve wines.

As a member, you also will enjoy:

- No annual membership fee.
- Four complimentary tasting tickets for use at Carter Estate Winery every month.
- 10% off at the Vineyard Grill at Carter Estate Winery Resort.
- 25% off retail on 1-11 bottles.
- 30% off retail on 12 or more bottles.
- 15% off retail on 1-11 bottles at other Carter Hospitality Group wineries.
- 20% off retail on 12 or more bottles at other Carter Hospitality Group wineries.
- 50% off additional wine tasting tickets at Carter Estate Winery and South Coast Winery each time you visit. *(Up to 4 people per membership)*
- 20% off GrapeSeed Spa services Monday–Friday, 10% off Sunday.
- 15% off all retail merchandise purchased in our Gift Shop.
- Preferential pricing on our Online Store at CarterEstateWinery.com and SouthCoastWinery.com.
- 15% off an overnight stay in luxurious accommodations at Carter Estate Winery and Resort.
- 10% off at The Vineyard Rose Restaurant at South Coast Winery Resort & Spa. *(Up to 4 people per membership)*
- Invitations to exclusive members-only events throughout the year.
- Discount on events at Carter Estate Winery and Resort and South Coast Winery Resort & Spa.

Call your Wine Club Concierge today at Extension 5250 for more information, or email wineclub@wineresort.com.

Don't forget to visit our sister property, South Coast Winery Resort & Spa, located at 34843 Rancho California Road, Temecula, CA 92591. **(951) 587-9463 | SouthCoastWinery.com**



Carter Estate
WINERY AND RESORT

SPA

SPA

GRAPSEED SPA - Located at South Coast Winery Resort & Spa

Renew yourself in the luxury of one of our healing space services that range from a variety of massage and body treatments, facials, nail care, and social spa experiences. Cherish the serenity found in the private men's or women's alfresco saltwater hot tubs which are tucked away in a lush garden setting.

Snuggle up and relax on an oversized chaise lounge on the spa's spacious veranda overlooking wine country after your day of rejuvenation. Cater your palate with healthy and refreshing options at our spa café, or relax poolside with the sun overhead while sipping on our signature wines.

GrapeSeed Spa includes a 24-hour fitness center, heated outdoor saltwater pool set to an inviting 84 degrees throughout the year, alfresco saltwater hot tubs, steam rooms, dry saunas, a wide range of treatment rooms, and two tranquility lounges.

We continue to strengthen our commitment to quality by providing luxurious spa experiences, utilizing innovative techniques, organic ingredients, and sustainable products. Here, the mind and body are brought into balance.

Refer to the spa menu located in the front pocket.

Dial extension **7280** to make an appointment.



Carter Estate
WINERY AND RESORT

EVENTS

EVENTS

MEETINGS, SPECIAL EVENTS & CELEBRATIONS

The Perfect Pairing

Your memorable event and our unforgettable Southern California resort.

Host your event against the backdrop of rolling vineyards and an award-winning luxury winery and resort. Your guests will enjoy award-winning Carter Estate wines and expert catering service featuring top-notch wine country cuisine and in a variety of gorgeous settings.

Wine Country Weddings

Say "I Do" with a Vineyard View

The natural beauty of our manicured landscapes and acres of rolling vineyards make Carter Estate and South Coast Winery Resort & Spa the ideal backdrop for your dream wine country wedding. Treat your guests to views of the vineyards while celebrating under the Temecula sun in Tuscan-inspired ambiance, complemented by Southern California's quintessential year-round outstanding weather. Perfect for groups from 5 to 500 guests, our wedding venue combines the quaint serenity of the vineyard with the comfortable luxury of a world-class resort.

From planning to execution, our dedicated catering and banquet teams ensure attention to every detail.

Contact Sales & Catering at Extension **7215**.



Carter Estate
WINERY AND RESORT

THINGS TO DO

THINGS TO DO

LOCAL AREA ATTRACTIONS

California Dreamin' Hot Air Balloon

Soar over Temecula Valley's Wine Country in a hot air balloon. Take in the fresh air and magnificent sights on your early morning hot air balloon tour with California Dreamin'.

Grapeline Wine Tours

Let the premiere wine tour transportation in the valley take you on an adventure you'll never forget. Whether you want to join a standard tour or create a private wine country experience they've got you covered with Grapeline Wine Tours.

Temecula Carriage Company

Receive the royal treatment and travel amongst our property in a horse drawn carriage with Temecula Carriage Company.

Santa Rosa Plateau Ecological Reserve

Explore the beautiful Southern California outdoors at the Santa Rosa Plateau Ecological Reserve. The 9,000-acre reserve is home to hundreds of different types of animal and plant species. This popular hiking destination allows visitors to get a true feel for the history and nature of the area.

Old Town Temecula

Bringing together the city's past with its up-and-coming future, Old Town Temecula is a great place to spend the day. From shopping to grabbing a bite at a delicious farm-to-table restaurant, Old Town is your one stop shop for fun in Temecula.

Temecula Valley Museum

Discover the rich history of Temecula Valley at the Temecula Valley Museum. Perfect for the whole family, this museum offers a range of different artifacts and cultural items that represent life in the area through time.

Call the Guest Services for Arrangements "0".