

Brand Home Visitor Information

We are delighted that the time has come to welcome back visitors to our Scotch whisky Brand Homes as we begin a phased reopening of a selection of our distilleries.

Our number one priority is ensuring the safety and wellbeing of our staff, customers and communities, which is why we've made a number of changes to our visitor experiences in line with Scottish Government guidelines.

This document will give you the latest updates and information on how we're making sure that our Brand Homes are a safe place for you.

How we're keeping you and our staff safe

38.2c

Temperature checks on arrival

To ensure the safety of our visitors and staff, we will ask all guests to take a temperature check on arrival.

37.8c

36.8c

BOOK NOW

Pre-bookings only

To help us control footfall, all masterclasses and tours must be pre-booked.



Reduced store capacity

We'll only allow a limited number of guests in the shop at one time.



Physical Distancing

All staff and visitors will be asked to maintain a physical distance throughout the distillery.



One-way system

This will be clearly marked throughout the experience.



Hand sanitiser stations

Installed at the entrance and in all common areas of the distillery.



Extra cleaning

We have introduced extra cleaning and hygiene routines for your safety.



Retail PPE

Plastic barriers have been installed at all till points.

Frequently Asked Questions

Why are you re-opening?

We are re-opening in line with the Government guidelines on hospitality and tourism and also in line with our company safety requirements. It is very exciting that we can now start to plan for reopening, and as we do we are very cognisant of keeping abreast of government guidelines, company processes and the local communities. It will be great to have our Brand Home teams back together again and we are ready to welcome you when the time is right.

How do I book a tour?

Book a tour by phoning or emailing the distillery using the details found at the end of this document.

Can you share with me your cancellation policy?

To cancel your booking, please contact the distillery directly to let us know you will not be attending. We will be happy to rearrange your booking if required.

If I arrive for my pre-booked tour, but don't feel comfortable on the day, can I get a refund?

When you book your experience, we will not take payment from you, but please contact the distillery to let us know if you will not be attending, and we can reschedule your booking if required.

Can I book a tour for mixed households?

Yes, our Brand Homes have been assessed for maximum capacities in line with current Government guidance. These will vary depending on whether the booking is for a mixed household or same household.

Why have you not opened all of your Distillery Brand Homes?

We are conducting a phased approach to reopening our Brand Homes across Scotland in line with Scottish Government guidelines taking into account the health and safety of our employees, visitors and local community.

What happens if I get sick/feel unwell before my visit?

If you feel unwell, please call and we will reschedule your experience and welcome you back another day.

I have an elderly family member/someone with an underlying health condition, who wants to attend the tour with us. Do you think it's safe for them?

We are unable to advise you on the health and wellbeing of family members. We have strict physical distancing and sanitation measures in place and meet all the regulatory requirements of Scottish Government. However, it is for individuals to decide if they wish to visit.

What happens if your staff are unwell?

Diageo has comprehensive risk assessments and operational protocols for all employees across all areas of operation, including our distilleries. These protocols ensure that no one with symptoms will be on site and that anyone who develops symptoms while onsite is managed carefully and effectively to minimise the health and safety risk. For example, all our sites have mandatory temperature checking and no employee is allowed on site with a temperature greater than or equal to 37.8C

Do I need to wear a face covering and/or PPE throughout the Visit?

In line with current Scottish Government legislation Face coverings must be worn at all times in our Distillery Brand Home with the exception of when you are seated at your tasting experience, where your face covering can be removed. Should you need to move away from the tasting experience for any reason, you must ensure you are wearing your face covering before you do so. We also recommend you wear your face covering during the distillery experience.

Do I need to bring my own face covering?

It is advised that you bring along your own face covering, however we do have disposable face coverings available at the Distillery.

Will physical distancing be possible?

Yes, we have carried out a full building risk assessment to record maximum levels of people permitted in each area to ensure physical distancing can be maintained. Visual information will be in place to help visitors to maintain physical distancing and our staff will also ensure physical distancing is adhered to.

How will you enforce physical distancing and what procedures are in place at site?

Measures we have put in place to enforce physical distancing include:

- Floor markings for appropriate distancing with added signage to ensure staff and visitors are maintaining physical distancing.
- Certain control barriers will be put in place.
- Visitors will be met by a member of staff at allocated time to enter building.
- Card payment preferred.
- Hand sanitiser stations throughout the Brand Home.
- Group numbers will be limited with pre-booking online to ensure restrictions on tour numbers.

What precautions are you taking to stop the spread?

We have comprehensive measures in place and we are accredited as part of the "We're Good To Go" scheme in conjunction with VisitBritain and VisitScotland. Precautions we have put in place to stop the spread of COVID-19 include:

- Freestanding acrylic screen as extra layer of protection for cashiers
- Face coverings to be worn
- Wall-mounted and free-standing hand sanitiser (wipes will also be available)
- Mandatory temperature checks before entry.
- A member of staff will clean down every area after each tour
- Control barriers and clearly defined floor markings
- All visitors should adhere to physical distancing guidelines as advised by Government to reduce the spread of any infection.

How will you be cleaning the Brand Home?

We have comprehensive sanitation protocols across all our sites to ensure the safety of our people and visitors.

Will there be hand sanitiser on site?

Yes, we will have both free-standing automatic hand sanitiser stations as well as wall mounted stations throughout the Brand Home and tour route.

Will staff at the distillery be wearing masks?

In line with current Scottish Government legislation currently, our employees will be wearing face coverings throughout the brand home, but may not wear a face covering in the distillery area due to the nature of the tour. Our main controls are still maintaining physical distancing, hand sanitising and temperature checks.

Can I use cash when I'm paying?

Our preferred payment method currently is contactless, but if you are unable to do so we can take cash as payment.

What can I expect from my visit?

Our visitors can expect the same warm welcome they have always had to our distilleries. We will also do everything we can to make them feel comfortable and confident that the visitor experience is safe. Of course, the tour experience will be different in order to meet physical distancing and sanitation measures, but we will do everything in our power to make it an enjoyable and memorable experience for our visitors.

Will I be able to see the production area?

The distillery experience will be dependent on physical distancing requirements and size of our distilleries; when you book, we will be able to confirm what is available.

How many people will attend our experiences?

All experiences will be in line with Government guidelines and adhere to physical distancing requirements - experiences will be small numbers and related to capacity per brand home in line with physical distancing requirements - this may mean that you may attend an experience with others but will adhere to physical distancing requirements and small visitor numbers - please check per Brand Home when you book.

Will I be on an experience with other people/strangers?

All experiences will be in line with Government guidelines and adhere to physical distancing requirements - experiences will be small numbers and related to capacity per brand home in line with physical distancing requirements - this may mean that you may attend an experience with others but will adhere to physical distancing requirements and small visitor numbers - please check per Brand Home when you book.

I have done this tour before; will it be the same as last time?

We have modified the tour to include the appropriate physical distancing and sanitation measures to ensure everyone's health and safety meaning the visitor experience will be different from pre-COVID 19, but it will still be an enjoyable and memorable experience for all our visitors.

What happens if I feel unwell during the tour?

Inform your guide as strict protocols have been put in place; these will be followed to ensure the situation is managed safely and effectively.

Will the tour route/tasting area be clearly marked with where visitors will stand and where the guides will stand?

Yes, you will be accompanied at all times with a guide on a one-way system through the production area and during your tasting. All areas will be clearly marked to ensure physical distancing.

What is the minimum age for children to join the tours?

8 years old and above.

If my child can't go on tour will I be able to stay in the visitor centre with them while my partner goes on tour?

We are very sorry this is not possible at this time. Due to physical distancing requirements we are unable to allow more people than permitted in the building which is linked to capacity and the experiences we can provide.

Will I still be able to taste the whisky?

Yes, you will still be able to taste our extraordinary whisky.

Will toilets be open at the Brand Home?

Bathroom facilities will be limited at the Brand Homes and will have increased cleaning measures, hand sanitisers and signage.

Will I be required to answer questions about my wellbeing prior to my visit and on arrival at the Brand Home?

You will be provided with all the information you need to know to make an informed decision on whether you feel comfortable and well enough to visit the Brand Home after making your booking.

Do you have disabled access?

All of our distilleries welcome all visitors, but access may be different per distillery - please phone or email our Brand Home teams who will be very happy to talk through any requirements with you.

I am travelling from outside the UK, am I able to visit the distillery?

Please check the Covid-19 travel advice section of the Scottish Government website for the most up to date list of countries which are exempt from the 14 day quarantine rules once travellers arrive in Scotland. If you have travelled from an exempt country or have completed your 14 day quarantine, then you are welcome to visit the distillery visitor centre.

Get in touch

For more information on our safety measures or to book your visit, please contact the individual Brand Home:

NOW
OPEN

Blair Athol Distillery

Tel: 01796 482003
Email: Blair.Athol@malts.com

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Lagavulin Distillery

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