



COVID19: PROTECTING OUR GUESTS AND EMPLOYEES

At Aberlour Distillery, our mission is to create truly memorable experiences and convivial moments for our visitors. The safety of visitors and our colleagues is our priority in achieving that mission, that's why we have taken significant steps to implement strict social distancing and sanitation measures across all our brand homes.

We have introduced a range of new health and safety measures that seek to reduce the risk associated with the presence of COVID-19 that are in line with government advice and the requirements of local health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive at our Brand Home, and others require consideration from guests to help ensure everyone has a fantastic and social experience at a safe physical distance.

Please note:

- Open from Wednesday 29th July 2020
 - Open Wednesday to Sunday 10am-12pm & 2pm-4pm
 - All tastings are conducted in English and are for over 18's only.
 - Please note that our tastings do not include a tour of the distillery.
 - You must phone ahead if you would like to visit our shop, otherwise entry will be at the discretion of our Brand Home Team.
- There is limited availability for tastings so you must pre-book - all events are by appointment only

Before you arrive at the Brand Home

Face-coverings are now mandatory in Scotland due to Covid-19* on public transport and retail. Face-coverings will be required to be worn throughout the Brand Home except during whisky tastings.

Please make sure you have made your booking online or by telephone as our tastings will be by appointment only.

We politely request that you refrain from visiting our Brand Home should you start displaying any of the symptoms associated with COVID-19. Please contact us should you need to amend your booking.

When possible, our preference for on-site payments is with a bank card and before leaving home, please check our website and social media pages for the latest information and opening times.

On Arrival at the Brand Home

We have significantly reduced the daily ticketed capacity of our Brand Home and have reduced the capacity per tasting to 4 people to allow for physical distancing and the best possible guest experience.

Please note that there will be no indoor waiting areas available for non-participants.

Guests will be greeted at our checkpoint welcome tent before entering the Brand Home. We will take your temperature using an infrared scanner to permit you onto the premises.

Please have your booking information ready.

We will require your contact details upon arrival for a track & trace record. These details will be kept confidentially on file for a total of 14 days for public safety.

You will notice new information signage informing you of key safety messages and instructions.

To maintain social distancing and avoid congestion around our entrance to the experience, we can only allow 4 guests in each designated area at one time. Please arrive no earlier than ten minutes prior to your booking, as we cannot allow entry prior to this time.

Social Distancing Measures at Aberlour Distillery Brand Home

We have introduced new arrangements for the application of social distancing within the Brand Home. Clear markers or signage have been installed at our Brand Home entry, exhibition area, bar, shop and tasting areas to help guests keep a safe distance from one another.

We have revised some of our standard operating protocols to reduce the proximity of our employees to guests, and guests from each other.

We have adapted or suspended some experiences and facilities to ensure that social distancing is suitably maintained.

We have installed new hygiene screens at our service counter to help physically separate guests from employees.

Hygiene and Disinfectant measures at Aberlour Distillery Brand Home

We have introduced Enhanced Cleaning measures throughout the day, which seek to disinfect high-frequency touch points, such as tables and chairs, taps, handles, handrails and service counters.

We have introduced new Deep Cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.

We have introduced a large number of hand sanitiser dispensers around the experience for guests to use.

Our employees now participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe.

As with our employees, we politely request that all our guests uphold the highest possible hygiene standards - whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.

We have introduced new Personal Protective Equipment (PPE) requirements for a range of activities that employees routinely perform. These include face masks, disposable gloves and hand sanitiser. The use of such equipment and clothing by our employees is both to protect them and our guests.

We hope these new health and safety measures provide our guests with confidence and eagerness to come and experience Aberlour Distillery in the heart of Speyside.

These are unprecedented times for all communities around the world, and whilst every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

We thank you for your custom and understanding.

We look forward to enjoying a dram with you!

*Including ScotGov exemptions