



**COVID19: PROTECTING OUR
GUESTS AND EMPLOYEES**

At Strathisla Distillery Home of Chivas, 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.

OPENING HOURS

OPEN FROM FRIDAY 7TH AUGUST 2020
FRIDAY TO SUNDAY 12PM-4PM

All tastings are conducted in English and are for over 18's only.
There is limited availability and pre-booking is essential.

Please note that our tastings do not include a tour of the distillery.

We offer an intimate shopping experience and can only accommodate a small number of visitors in our shop at one time so we may have to ask you hold tight in our beautiful courtyard, let the anticipation build before entering 'The Emporium'.



BEFORE YOU ARRIVE

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

Facemasks are now mandatory in Scotland due to Covid-19* on public transport and retail. Given our shop is open plan, facemasks will be required to be worn throughout the Brand Home except during whisky tastings.

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 payments is with a bank card. Please check our website and social media pages for the latest information and opening times.

*see www.scot.gov for exemptions



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 6 people to allow for physical distancing and the best possible guest experience.

To maintain social distancing and avoid congestion around our entrance to the experience, we can only allow 6 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.

Please have your booking information ready.

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

We will require your contact details upon booking 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.



SOCIAL DISTANCING MEASURES

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 & DISINFECTANT MEASURES

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

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

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 Strathisla Distillery, Home of Chivas.

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!