

SUCCESS  IS A BLEND

— STRATHISLA  DISTILLERY —
HOME of CHIVAS
— ESTD 1786 —

BRAND HOME ACCESSIBILITY GUIDE

WELCOME

Welcome to Strathisla Distillery Brand Home – The Home of Chivas

Originally established in 1786, Strathisla distillery is the oldest working distillery in the Scottish highlands and arguably the most beautiful.

Located in the Speyside region of Scotland, Strathisla Single Malt is at the heart of every and each of Chivas Regal blend.



Please note all our events are for over 18's only.

Under 18's are welcome in the shop under the supervision of an over 18 year old.

CONTACTS

The Brand Home building is accessible by wheelchair but as our site is so historic the production buildings are inaccessible by wheelchair as they are accessible by stairs only.

Please contact us if you require any further information about specific access or need advice on planning your visit and we will do our best to accommodate your request including exterior routes to view the stills and warehouse.



Website: www.maltwhiskydistilleries.com/strathisla

Email Address: Strathisla.admin@pernod-ricard.com

Contact Numbers: +44 01542 783044 +44 01542 783056

Contact for
Accessibility Enquiries: Jenna Collins

AT A GLANCE

- From the Main Entrance, Accessible by stairs only:
 - The Ticket / Information Area, the Shop and Bar
 - Unisex Public Toilets
 - The Blending Room and Story Room
 - Production Buildings
- Wheelchair access from the Lower Hall Entrance to:
 - The Blending Room and Story Room, there is level access
 - Unisex Accessible Toilet, there is level access
 - Ticket/ Information Area, Shop & Bar by wheelchair lift.
- Sloped access from the street to:
 - Warehouse



GETTING HERE

Seafield Avenue, Keith, Morayshire, AB55 5BS

Public Transport – Information, timetables & route planning is available via:

[HTTPS://WWW.TRAVELINESCOTLAND.COM/?LANG=EN](https://www.travelinescotland.com/?LANG=EN)

- Travel by public transport: You can get to Strathisla Brand Home by bus and train:
 - Stagecoach Service No 10 runs approximately hourly (Mon-Sat) in the A96 between Aberdeen and Elgin Bus Stations: The nearest bus stop is at the Royal Hotel and the bus stop is 0.3 miles / 0.5 km from Strathisla Brand Home.
 - The nearest train station is Keith Town Station on the Aberdeen – Inverness line. The train station is 0.4 miles / 0.6 km from Strathisla Brand Home.
- Travel by Car: Take the A9 and A95 from Edinburgh, Glasgow (4 - 5 hour drive) or the A96 from Aberdeen (1 hour drive) and enjoy the drive through spectacular Highland scenery.

GETTING HERE

➤ Travel by Taxi:

- Wheelchair Service: There is no one in Keith that offers this service as you need an adapted car. The nearest would be an Elgin taxi service which they would charge to come out to Keith as it is out of their area and they would charge anything up to the price of a taxi run which is £50 from Elgin to Keith before taking the customer where they want to go: You can get a taxi with Elite Taxis by calling 01343 544555 - The taxi company has a wheelchair accessible vehicle.
- If you're able to get out of the wheelchair into a car when you're side by side: You can get a taxi with A2Z Taxis by calling 01542 780257 | 07554 335781.
- Accessible taxis should be booked in advance.

To access the Strathisla Brand Home by wheelchair please ask to be dropped off in front of the Still house entrance, where you can then get the path that leads to the Lower Hall entrance.

PARKING

- Customer Car Park Available:
 - Accessible - local paths running next to distillery, to Brand Home Main Entrance and Lower Hall Entrance.
 - Priority parking for drop off or pick up close to the distillery.
 - One disabled parking bay in the customer car park 2400mm wide at rear and 4400mm wide at front.



Carpark view from street



Carpark view opposite from street



Disabled parking bay view

ARRIVAL

➤ Main Entrance:

- From the street to the main entrance, accessible through our courtyard by stairs only.
- 1st door is 700mm wide and 2nd door is 1000mm wide.
- The courtyard path is cobbled.
- From the Main Entrance the walkway to the ticket desk, and around shop, there is level access.



Main entrance view from courtyard



Main entrance view

ARRIVAL

- Lower Hall Entrance – For wheelchair access only:
 - From the Still house to the lower hall entrance, there is level access.
 - The path is of gravel and sloped.
 - The Lower Hall is 5 metres by 5 metres wide.
 - The door is 850mm wide.
 - From the Lower Hall Entrance the walkway to the blending room, story room and public toilets, there is level access.
 - From the Lower Hall Entrance the walkway to the reception desk, shop and bar is accessible by stairs and wheelchair access is available via our lift.



Lower Hall entrance path view



Lower Hall entrance view

GETTING AROUND INSIDE AND WHEELCHAIR LIFT

➤ Visual Impairment – General Information:

- We do not have any glass doors – All doors are made of wood.
- Some rooms of the Brand Home have low lighting if required.



The Blending room with low lighting

➤ Wheelchair Lift:

- We have one wheelchair lift for access to the Ticket/ Information Desk, Shop and Bar.
- On arrival to Strathisla the wheelchair lift is accessible via the Lower Hall Entrance.
- The lift is fully operated by one member of staff.
- The lift platform is 790mm wide & protected by surrounded panels when in operation.



Wheelchair lift view

TICKET/ INFORMATION DESK

- There are two entrances to the Ticket/ Information Desk:
 - From the Main Entrance, there is access by stairs only.
 - From the Lower Hall Entrance, for wheelchair access via our Wheelchair lift.
 - The route to the Ticket Desk is 900mm wide, or more.
 - The desk has a low counter section.
 - There is bench seating available in this area.
 - The area is well and evenly lit by ceiling spot lights.
 - If required, assistance can be given through the use of pens and pads or paper.



Ticket desk



Ticket desk with low counter

SHOP

- There are two entrances to the shop:
 - From the Main Entrance, there is access by stairs only.
 - From the Garden Entrance, for wheelchair access via our Wheelchair lift.
 - The route through the shop is 900mm wide, or more.
 - The Shop is 4 metres by 7 metres wide, or more.
 - The flooring within the shop is of wood.
 - The area is well and evenly lit by ceiling spot lights.
 - Our staff are available to assist customers throughout the shop and to assist who require to view merchandise displayed on the shelves or to make a purchase.



Shop view

BAR

- There are two entrances to the bar:
 - From the Main Entrance, there is access by stairs only.
 - From the Garden Entrance, for wheelchair access via our Wheelchair lift.
 - The menu is available in normal print.
 - There is a slope between the Ticket Desk/ Shop and the bar.
 - The route through the bar is 800mm wide.
 - The flooring within the bar is a mixture of carpet and wood.
 - To get to a table, there are no steps.
 - Our staff are available to assist customers throughout the bar who require to purchase drams of whisky, flight drams of whisky or our amazing whisky cocktails and mocktails.
 - The nearest accessible toilet is located next to the exit from the Lower Hall Entrance.



Bar view

PUBLIC TOILETS

- Unisex Accessible Public Toilet
 - There is a public toilet for disabled visitors.
 - From the Main Entrance areas, there is stairs access.
 - From the Lower Hall Entrance areas, there is level access.
 - Wheelchair lift to access areas between the Main & Lower Hall entrances.
 - The toilet door is 800mm wide.
 - There is 400mm in front of the toilet to the sink.
 - There is 1800mm in front of the toilet to the door.
 - The toilet seat is 450mm high.
 - There are horizontal grab rails located to the left of the toilet.
 - There are baby changing facilities within this toilet.
 - There is gents and ladies public toilets on the same area.



Accessible Toilet view



Baby changing facilities view

STORY ROOM

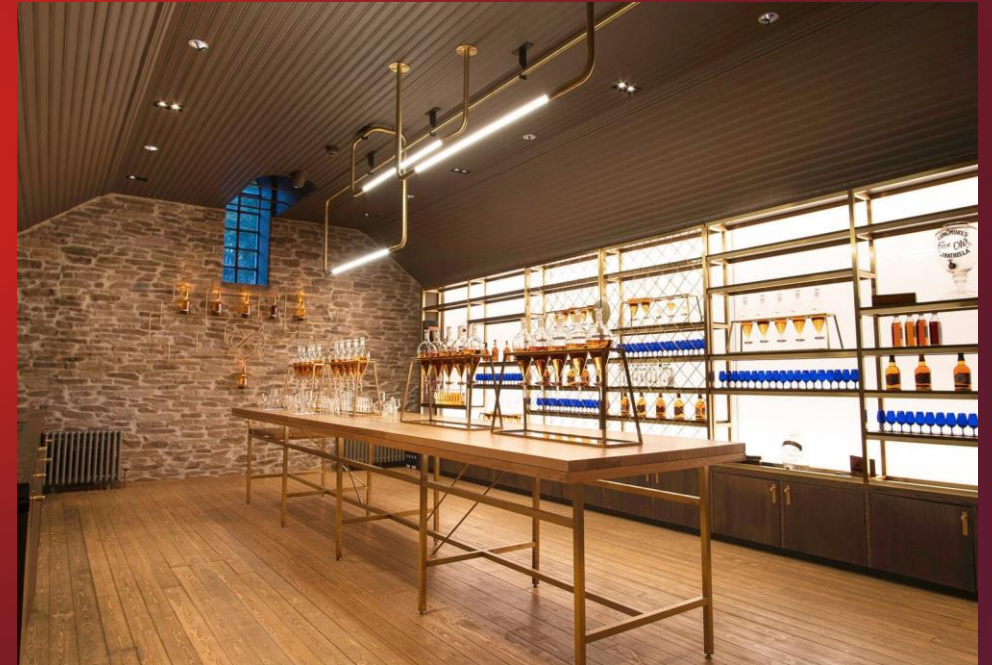
- This is the room where we welcome our guests before the start of most of our experiences with a short presentation of the history of both Strathisla and Chivas Brothers.
- From the Ticket Desk to the Story Room, there is stairs access or wheelchair access via the wheelchair lift.
- Route is 950mm wide, or more.
- The Story Room door is 1000mm wide.
- The flooring within the Story Room is of wood.
- A low table in the Story Room can be made available by request.
- If required there is seating available, please ask our staff.



Story room view

BLENDING ROOM

- This is the room where the blending sessions take place.
- From the Ticket Desk to the Blending Room, there is stairs access or wheelchair access via the wheelchair lift.
- The Blending Room double doors are 600mm wide each door.
- The flooring within the Blending Room is of wood.
- There is a low table in the Blending Room.
- If required there is seating available, please ask our staff.



Blending room view

PRODUCTION BUILDINGS & WAREHOUSE

➤ Production Buildings

- All production buildings are only accessible by stairs.
- No wheelchair access but special routes to access view of the stills from the exterior can be accommodate by request. Please call or email in advance before booking.
- There is several doors from 600mm to 1000mm wide, or more.
- The flooring within the production buildings are a mixture of stone and metal opened graded, uneven in some areas.

➤ Warehouse

- From the street, there is sloped access.
- No wheelchair access but special routes to access view of the warehouse from the exterior can be accommodated by request. Please call or email before booking.
- The door is 800mm wide, or more.
- The flooring within the Warehouse is of stone and uneven.



Stills view



Warehouse view

CUSTOMER CARE SUPPORT

➤ Accessibility equipment:

- First Aider available on site.
- Wheelchair Lift
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.

➤ Emergency Evacuation Procedures:

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside the either the Brand Home or Production buildings will be led to safety by a member of the team or by a member of the fire brigade.

A photograph of a large, multi-story stone building, likely a historic mill or factory, with a prominent chimney and two towers with conical roofs. The image is overlaid with a red gradient and the text "THANK YOU" in white, bold, sans-serif font. The building has a complex roofline with multiple gables and a central arched entrance. The foreground shows a grassy area with some bushes and a path leading towards the building. The sky is dark and cloudy, suggesting an overcast day.

THANK YOU