

# THE GLENLIVET

COVID19: PROTECTING OUR GUESTS AND  
EMPLOYEES



# THE GLENLIVET

At The Glenlivet 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.



# THE GLENLIVET

## Opening Hours

Open 7 days, 10am-1pm & 2pm-4pm; Tastings Tuesday – Saturday, Shop only Sunday -Monday

All tastings are conducted in English and are for over 18's only.  
There is limited availability so please pre book to avoid disappointment.

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

Please phone ahead if you would like to visit our shop.



# Before you arrive

Please make sure you have made your booking online or by telephone 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 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 6 people to allow for physical distancing and the best possible guest experience.

To maintain social distancing and in line with current restrictions, we can only allow 6 guests from up to 2 households 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 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.



# Social Distancing Measures

at The Glenlivet 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 & 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.



# THE GLENLIVET

We hope these new health and safety measures provide our guests with confidence and eagerness to come and experience The Glenlivet 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!**