

Accessibility Guide

City of Aberdeen Distillery & Gin School

Welcome

Hello...we're Dan and Alan and together we own and run City of Aberdeen Distillery & Gin School – Aberdeen's first distillery for over 75 years.

The distillery can be found within a historic railway arch in the heart of the city just 5 minutes from the main transport hub and the Union Square shopping centre, where you can find shops, bars, cafés, restaurants and a cinema.

It is our aim to create an inclusive and welcoming environment for all those who wish to visit.

This guide will take you through our venue, facilities, and access considerations. Throughout the guide you will find photos of the venue along with measurements so you may plan your trip.

If you have any specific requests/require assistance during (or before) your visit, please don't be shy - we want you to have a great time here and we'd like to know how we can best make your visit an enjoyable one.



At a glance

Level access

- There is level access at the main entrance and throughout

Visual

- Walls and doors have high contrast colours
- The arch ceiling forms part of the walls which is all white
- The front half of the venue has low lighting (which can be increased upon request)
- Large print is available for some events

Hearing

- There is currently no hearing loop installed
- Staff do not currently have BSL training

General

- We have a complimentary ticket policy for personal assistants
- There are two toilets, one of which is wheelchair friendly

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Getting here

We are located in the heart of the city and just 5 minutes from Union Square Shopping Centre, bus and train station.

If you need help finding us, ask the Union Square information desk in the central atrium or phone us on 01224 589 645.

Address

Arch 10
Palmerston Road
Aberdeen
AB11 5RE

[View on Google Maps](#)



By footpath

Option A: Round Union Square shopping centre (suitable for wheelchair users)

Exit the main entrance to Union Square and head towards Guild Street. At Guild Street turn left and continue over the cobbled bridge (the path isn't cobbled). After the bridge take a left and follow South College St all the way down (with minimal road crossings). At the first railway bridge, take a left and left again. You should now be on Palmerston Road (cobbled). We are arch #10 (one from the railway bridge) - next to Sweet Mumma's Café.

[Click here for directions](#)

Option B: Through Union Square shopping centre (not suitable for wheelchair users)

The directions start from the central atrium of Union Square – the most visible landmarks here are the customer information desk, Costa coffee, and Patisserie Valerie. Travel down the mall passing Hollister and toward Boots the chemist. Exit Union Square using the door next to Boots. Continue walking going past M&S and TK Maxx. Go down the steps and turn right.

Follow the road (this is Palmerston Road) and continue walking. You will reach the railway arches – Arch 1 is the Breakout games. Keep walking until you reach Arch 10 – which is us! We have a blue sign and are next to Sweet Mumma's café.

[Click here for directions](#)

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By train

Arrive at *Aberdeen* train station and exit the main entrance into Union Square shopping centre. You now have the option to find the taxi rank (within the train station) or follow footpath directions above.

By bus

Arrive at Aberdeen bus station and exit the main entrance into Union Square shopping centre. You now have the option to find the taxi rank (within the train station) or follow footpath directions above.

By taxi

Ask your driver to drop you at the “City of Aberdeen Distillery on Palmerston Road”.

Local taxi companies:

- Rainbow City Taxi's – 01224 87 87 87
- ComCab – 01224 35 35 35
- Aberdeen Taxis – 01224 200 200

Parking

There is parking outside the distillery on Palmerston Road but is in high demand during the day. Union Square has a great deal of parking spaces available – the multi-store carpark has lifts available. Intercoms for support are available at payment stations and throughout the carpark.

By car

The street is under strong surveillance by the city wardens. Drop off just outside the arch is possible with a dropped curb available at the next property.



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Access - All visitors

- The distillery is open to persons who are 18+.
- Please bring valid photo ID with you as Challenge 25 is in effect.
- Please don't wear strong fragrances (as smelling botanicals/gin will be more difficult for yourself and others)
- If you choose to make a purchase at the distillery shop, we have portable credit card machine. We are more than happy to prepare your gifts and bring the credit card machine over to you for payment. This is option for those who wish to purchase mid-event or those who wish to avoid a crowded situation.

Access - Level access

The distillery is on a single level with no steps (it's one long railway arch).

Access - Entrance

The main entrance is towards the front of the property. There are no steps.

Access is by way of a double door at the front of the arch. Upon entry, these doors open into the property. There is a primary door and a slave door. The slave door may be uncoupled from the top (inside) to allow for a greater width of entry. If you wish a member of the staff to assist, please open & close the main door slightly twice (to activate door chime) to request attention or ring the bell to the right of the doors.

If you prefer, you can give us a call shortly before arrival or feel free to arrange a time to visit and we'll ensure someone is available to meet & greet and assist as required.

Fully open the entrance width is 195cm and has a height of 153cm.



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Surfaces

Walking

Sensible footwear should be worn (no stilettos/high heels).

Prostheses

Should you wear a prosthesis that contacts with the floor, we advise a wider fitting base (where in contact with the floor) or shoe is advised as there are small rocks in the concrete that may not provide a perfectly flat contact which may be slippery to metals / plastics especially when wet.



Wheelchairs

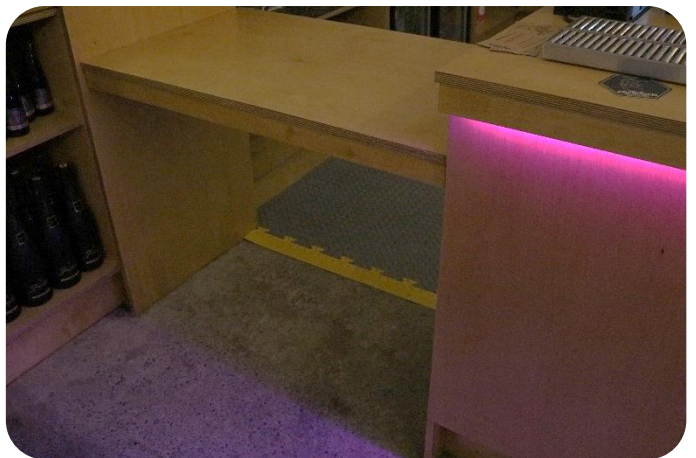
You may wish to ensure breaks are applied in some areas due to some minor sloping in the floor and is especially advised during events involving high strength alcohol.

Wheelchair users – Sales counter

The majority of the sales counter is quite high. Follow the counter round towards towards the shop area, and you will find the lowered sales counter at the recommended height for a standard wheelchair.

The majority of the sales counter is 93cm high

The reduced height sales counter is 76cm high (from floor to base)
96cm wide



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Wheelchair/motorized chair users – Main bench adaptations

Both Dan and Alan designed the main bench and it was built with the help of local joiners, welders, electricians and plumbers. They were able to create an access friendly environment which could be adapted to suit the individual needs of those living with accessibility/mobility challenges.



Adaption 1 – larger motorized chairs

A removable platform allows a larger motorized chair to use the main bench with ample room for legs.

Advanced notice is required (for booking purposes) as the adaption takes up two spaces at the bench.

The height of the bench (from floor to surface underside) is 102cm.

The width at the lower levels is 85-90cm.

Adaption 2 – wheelchair users

A custom built wheelchair table is available at the bench.

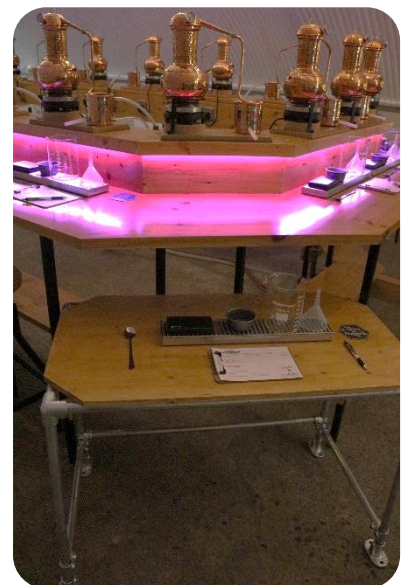
This is designed for use in the Gin School Experience and Gin Tasting Masterclass events.

The wheelchair table is...

70cm height (from floor to base)

93cm wide

53cm deep



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Adaptation 3 – variable height

The main gin bench table is level yet variable in height relative to the floor. It's magic!

If you are shorter in height, you may wish to position yourself at the end closest to the brand wall. This is also recommended as standard for those in the Gin School Experience to ensure reaching towards the mini-stills is as safe as possible.

The bench height closest to the brand wall is 93cm.

The bench height furthest away from the brand wall is 102cm.

The stool heights are 70cm but can be increased by turning the seat top.

Event assistance

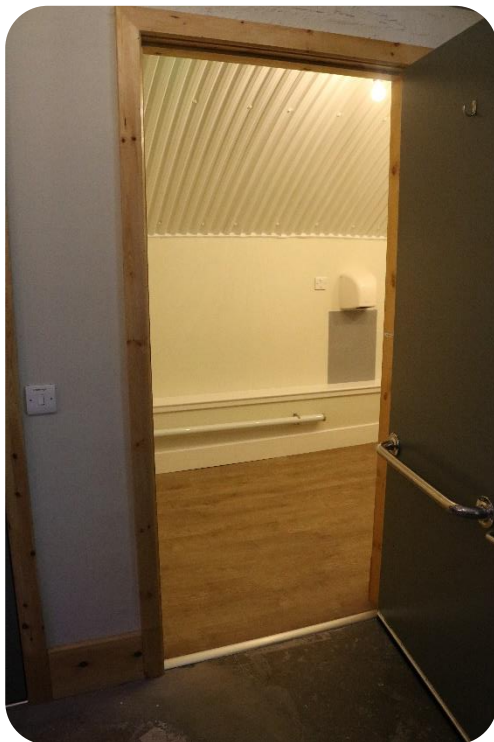
- Early entry (up to 30 minutes) prior to the event is possible – just let us know in advance.
- One wheelchair user and one motorized chair user (who can make use of the height of the main bench) per event.
- All events are delivered verbally only
- Gin School Experience
 - The botanical ingredients / details sheet is available in large copy upon request
 - Verbal descriptions of the botanicals can be given to help you navigate the range of botanicals and/or a large copy of the botanical list can be provided.
 - Please ask for assistance if you struggle to reach the mini-still
- Gin Tasting Masterclass
 - Makes use of the main bench – adaptations are required
- Discovery Tour
 - Does not make use of the main bench – thus no special adaptations necessary for mobility to participate in the event

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Toilets

- There are two toilets located towards the front of the arch (right of the entrance)
- The gender for toilet use is advisory and any gender / self-identified gender may use either toilet
- The right hand side toilet is suitable for wheelchair users
- The wheelchair friendly toilet contains a small shelf to aid the changing of a colostomy bag
- An emergency cord is available should you run into difficulty
- As a small business, there are only male members available – rest assured you will be treated with respect and dignity if you require urgent assistance.
- There are no baby changing facilities
- The door width is 900cm
- There is 220cm in front of the toilet
- The toilet seat height is 49cm high
- There are grab rails either side of the sink and either side of the toilet
- The flooring is laminate wood



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Quieter times

If you are a person that can easily be overwhelmed by large groups, find situations too fast to cope with or simply prefer a less manic environment – we are happy to open our doors earlier in the day and run an event in a more controlled and calm environment.

It's an opportunity for you to take your time and focus on enjoying a fun activity.

We can adapt the events to suit what works best for you – call / send us an e-mail and let us know what we can do to make a good event for you.

You are more than welcome to visit us in advance should you wish to familiarise yourself with the environment before the event.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors
- In the case of an evacuation, all customers inside the attraction will be led to safety by a member of the team or by a member of the fire brigade.
- The assembly point is on the opposite side of the road and round the nearest corner – there is a dropped curb to the right of the property when exiting.
- There is an additional evacuation path to the rear of the property – there are two doors and upon exit a small step down. The continued evacuation is on a single level.
- A safety briefing is held at the start of each event.

Customer care support

- Staff have not been trained with regards to disability awareness/bsl training – this is currently under review and will be addressed in the future.
- Audio / apps are not yet available but form part of future development.

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Contact

Address

City of Aberdeen Distillery
Arch 10
Palmerston Road
Aberdeen
AB11 5RE

Telephone

01224 589 645

Website

www.CityOfAberdeenDistillery.co.uk

E-mail

hello@cityofaberdeendistillery.co.uk

Opening hours

Tuesday – Sunday 12pm – 5:30pm

Evening tours start at 6pm.

Open outside hours by appointment.

Check website / Google for any amendments to this time.

We love feedback

We'd love to hear from you if there are ways we can help make your time with us more enjoyable or if there are improvements we can make to this guide. Everyone needs a little help – including us.

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[Document history](#)

v1 - 04/03/2020 – Accessibility guide creation