



Whitby Distillery Tour Cancellation Policy

The following applies to tours booked via Whitby Distillery Website. If you would like to cancel your tour experience and have booked via a third party, including Buy a Gift and Virgin Experience Days, then please email us at hello@whitbydistillery.com

Tour Cancellation Policy:

- Cancellation made 48 hours or more before the tour: A full refund will be provided or a tour voucher will be issued.
- Cancellation made less than 48 hours before the tour: Guests will have the option to reschedule for another available time slot (no refund will be issued). If rescheduling is not possible, a tour voucher will be issued.
- In the event that only part of the group is able to attend the tour: A tour voucher will be provided for the missing person, or alternatively, they will receive 2 x 5cl mini bottles and a Whitby Distillery tumbler. A member of the group can take this home on behalf of the missing person or we can ship it directly if postage is covered.

Please note, all tour vouchers issued are valid for 12 months from the tour date and cannot be exchanged for cash.