

The Glenturret

Accessibility Guide

2023-24



This access guide aims to accurately describe the site and facilities of The Glenturret Distillery.

www.theglenturret.com
enquiries@theglenturret.com

The Glenturret Distillery

The Glenturret Distillery is Scotland's Oldest Working Whisky Distillery, with records stretching back to 1763. As one of the first distilleries to open the doors to guests, we believe passionately in creating great experiences for all those who visit our distillery.

Across our site, you can enjoy a tour, browse in our shop or Liqueur Boutique, taste whisky at our Liqueur bar, enjoy a casual lunch in our café, or dine in our Two Michelin Star Restaurant.

Address: The Glenturret Distillery, The Hosh, Crieff, Perthshire, PH7 4HA.

Telephone: 01764 656565

Email: enquiries@theglenturret.com.

Grid Reference: NN 85660 23445

What3Words: logs.wicked.walls



Pre-Arrival

Our distillery is situated in the heart of Perthshire, and we are very easy to find. Here are some suggested ways to travel to visit us.

By Car:

We have car parking facilities on-site, including accessible spaces. These are a short walk away from our public areas.

From Glasgow:

We are located approximately 1 hour's drive away from Glasgow's city centre. Take the M80 to Stirling, then follow the directions below from Stirling.

From Edinburgh:

We are located approximately 1 ½ hour's drive away from Edinburgh's city centre. Take the M9 to Stirling, then follow directions below from Stirling.

From Stirling:

We are located approximately ½ hour's drive away from Stirling's city centre. Take the M9 and exit at Greenloaning on to the A822 via Braco and Muthill. Follow the brown signs to The Glenturret Distillery.

From Perth:

We are located approximately ½ hour's drive away from Perth's city centre. Take the A85 via Methven and Gilmerton to Crieff and follow the brown direction signs to The Glenturret Distillery.

By Public Transport:

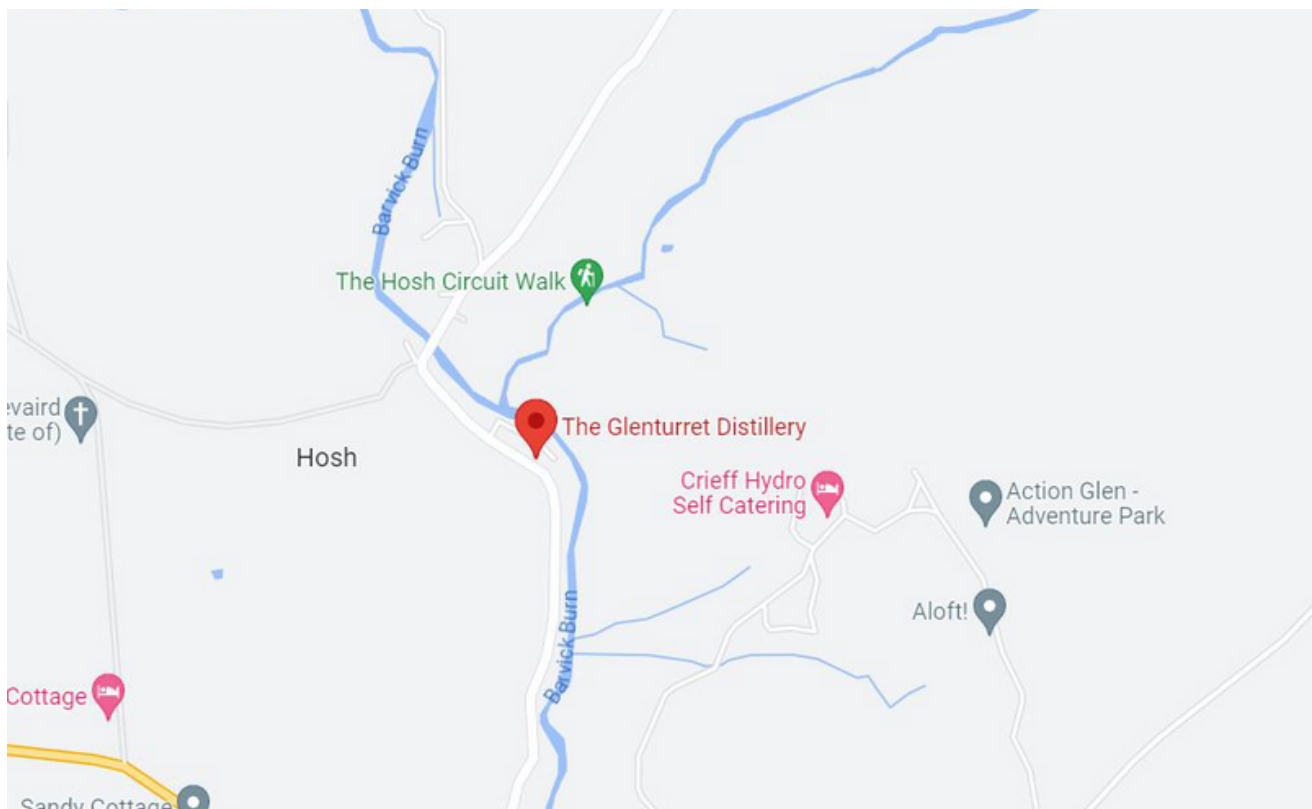
There is no train station in Crieff however there are several nearby stations that have bus links to Crieff. We highly recommend traveling to Perth train station where you can use the Stagecoach No15 bus to travel to Crieff.

This bus service runs frequently from both Perth Bus Station and the stops on Kinnoull Street and stops just a short walk from the distillery. Please ask the bus driver to advise when you are drawing close to the nearest stop.

- National Rail Enquiries: +44 (0) 845 748 4950
- City Link: +44 (0) 871 266 3333
- Stagecoach: +44 (0) 1738 62 93 39

By Foot

You can walk to The Glenturret Distillery from Crieff Town Centre in approximately half an hour. If you are staying at Crieff Hydro Hotel there is an alternative walking route that you can use that also takes around half an hour from the main hotel building to the distillery.



Exterior Areas

The Car Park:

Our car park is located on site and contains 48 parking spaces, of which three are demarcated as accessible and six are Electric Vehicle charging stations. The car park is free to use and offers easy access to our shop, tours, restaurant, and café.

We have collaborated with Connekt Charging to provide 22kwh charging for our guests. This will provide guests with rapid charge so on an average stay of 1.5 hrs at 22kwh you would get over a 100mile in range. Our fee is 60p per kwh.

Through Connekt, our EV chargers are visible on Google Maps, Zap-Map, VW, BMW, and Mercedes as a charge point.

Picnic Area:

There is a small picnic area located in the Northeast of the car park area. This comprises three wooden picnic benches. The ground is comprised of gravel.

Courtyard Area:

The shop, café, and restaurant are accessed via the central courtyard of the distillery. This is a cobbled area between the main distillery buildings and the filling store. One side of the courtyard is open to the car park, while the other side has a ramp that leads up to the shop.

Welcome Lounge

The first point of contact for most visitors is our Welcome Lounge. This is in the Southwest of the Carpark and is signposted. There is one step down to the Welcome Lounge or a ramp to the left. The main door is 96cm wide, 210cm tall, and can be extended to 127cm wide.

A member of staff will be in the Welcome Lounge who is able to direct you around the site or assist you with a tour booking.

The floor is even and made from wood. The room has cabinets on two sides, the toilet doors on one side, and the Welcome Lounge desk and a sofa on the final side.

The Welcome Lounge desk is located on the wall opposite the door, the height of the desk is 110cm high, however, an extender can be pulled out with a height of 45cm.

The cabinets contain heritage bottles and the current Glenturret range. If you require any assistance interpreting the displays, please ask a member of staff.

On the right-hand side of the Welcome Lounge are the toilets. The female toilet is located closest to the door, the accessible toilet is in the middle and the male toilet is located by going through the left door and then immediately turning left. The doors to all toilets are 75cm wide and 202cm wide.

Tour

Most of the tour is, unfortunately, inaccessible to those who cannot manage stairs. There is one flight of stairs up at the start, one small step down during the tour, and a further flight down towards the end

If you are unable to use the stairs, please inform a member of our team as we are developing provisions to ensure that you see as much of the tour as possible and still have a great experience.

The Malt Store/Mill Room:

This first room is accessed through a door from the Welcome Lounge with dimensions of 92cm wide and 203cm tall via a ramp. The floor is concrete with a wooden section in the middle. There are no inclines or steps, however, the floor is slightly uneven in areas. There is one seat located within the room, additional seats can be collected upon request. A guide will talk to you in here about the early stages of whisky production. Normally this room is quiet but, occasionally the mill will be running. The mill is very loud when running. If, at any time, you find it hard to hear your guide, please inform a member of staff.

The Mash House:

The Mash House is accessed via stairs from the Mill Room, there are 19 steps with a dimension of 83cm. In this room, your guide will explain how we extract the sugar from the barley. The floor is made from concrete, apart from a brass section in the middle, 200cm across. There is one seat in here, additional can be provided upon request. The Mash Tun, when operational is hot to touch, so we recommend it isn't touched by guests. Leaving this room, the door is 86cm wide and 250cm tall.

The Tun Room:

The Tun Room is accessed via a downward ramp from the mash house. The door is 75cm wide and 190cm tall. Through the door are 4 steps down with a width of 75cm. This room features 8 wooden washbacks, these are 122cm tall and have a clearance of 134cm between them. The floor in this room is a corrugated floor. When production is operating, the smells in this room will be very strong, please inform a member of staff if you are feeling faint or overwhelmed by the atmosphere in here.

Here, your guide will talk you through the process of fermentation.

The Upper Still House:

The Upper Still House is accessed via double doors from The Tun Room, which are 220cm tall and 175cm wide, or via a staircase from The Lower Still. The floor is laminate. This room contains a landing where the wash still can be viewed.

When the stills are running, this is the hottest room in the building, with temperatures reaching into the high 20s degrees C, and the noise is also increased.

The Lower Still House:

The Lower Still House is accessed either by stairs from The Upper Still House, 3 steps of 170cm width lead to a landing, 11 steps of 166cm width then lead down, or via a door leading to the Distillery Courtyard, 89cm wide and 203cm tall. This area comprises the lower part of the Wash Still and the Spirit Safe.

The floor is level and made from tiles. In the upper and lower still, your guide will explain the premise of double distillation.

The Filling Store:

Across the Distillery Courtyard is The Filling Store. The door will be open during the day, but this is not accessed as part of the tour, due to it being a Zone 1 area of production. The Tour will stop outside and allow viewing through the door; weather, and distillery work schedule permitting.

The Taste Bar:

Access to the Taste Bar is via a door within the Distillery Courtyard area. The door is on ground level and is 95cm wide and 220cm tall. The Taste Bar comprises a bar at 110cm high and an open area where the tasting will be conducted. There are two seats available in this room, but more can be added upon request. If unable to use the stairs in the distillery, a member of the team will talk you through the production process in this room.



Visitor Centre

The Shop:

The main access to The Shop is via a single door from the ramp leading up from the Distillery Courtyard. This is a single door, 78cm wide and 220cm tall, with a 2cm lip. If a wider door is required, the shop can also be accessed via the main doors, 180cm wide and 250cm tall, and the double door from the main foyer, 143cm wide and 210cm tall. If the ramp is too steep for access, the shop can also be accessed via The Taste Bar where there is a lift leading from the ground floor.

The shop is a large, open area with shelving on three sides and displays in the middle. The counter can be found on the fourth wall, please ask a member of staff if the counter is too high, they will be happy to step out from behind the counter to assist you. The shop can often be quite busy, so if you require any assistance please just ask.

Lalique Boutique:

The Lalique Boutique is located next to the shop. There are two access points. The main one is from the foyer at the bottom of the stairs, these double doors are 143cm wide and 210cm tall. The other entrance is at the back of the shop, this is an open archway, 113cm wide and 200cm tall.

The Boutique showcases Lalique crystal, glass, jewellery, and perfume. Several of the pieces are placed on high shelves, if anything is out of reach, please ask a staff member for assistance.

The Cafe:

The Café is located at the top of the stairs leading from the shop and reception area. There are 15 steps, 200cm wide or a lift round to the left behind the stairs. The lift door is 90cm wide and 205cm tall, the lift itself is 105cm wide and 169cm deep and can hold 2 people at once.

As you get to the top of the stairs, there is a set of double doors, 170cm wide and 210cm tall. Directly ahead of these doors is the café. The counter can be found on your left as you enter, the counter is 83cm high.

Food is ordered at the counter, and you will then be invited to sit in the café space, directly ahead at one of the 12 tables. The tables are spaced far apart and 73cm off the ground.

If you require chairs moved for wheelchair use, please ask a member of staff for assistance.

The Restaurant:

The Restaurant is located to the right as you come through the doors at the top of the stairs. There is a reception desk that is 114cm tall on the left of the archway.

To enter the restaurant, there is an arch of 200cm wide and 195cm tall. On the left is the salon where you can enjoy drinks, the room you first enter is the bar where lunch is served, featuring four tables 73cm high and a bar 110cm high, and, through the bar, is the restaurant. This features five large tables, 73cm high.

Visitor Centre

Toilets:

There are two sets of public toilets within The Distillery Complex. Set 1 is featured within the Welcome Lounge and has a Male, Female, and Accessible Toilet. Doors into these toilets are 75cm wide and 202cm tall. The male toilet has three urinals, 2 cubicles, and 3 sinks. The female toilet has 4 cubicles and 3 sinks. The accessible toilet has 1 toilet and 1 sink, a changing facility, and an emergency alarm located next to the toilet.

Set 2 is next to the café/restaurant. The doors to these toilets are 75cm wide and 210cm tall. The male toilet has 2 cubicles, 4 urinals, and 4 sinks. The female toilet has 5 cubicles and 5 sinks. The accessible toilet has 1 toilet, 1 sink, changing facilities, and an emergency alarm.

Lifts:

There are two lifts located in the main Visitor Centre/Catering area. Lift 1 goes between The Taste Bar and Wine Cellar Corridor for access to the shop and Lalique Boutique.

Lift 2 provides access from the Shop level to Café, Toilets and Lalique Restaurant level.

Both lifts are operated by pressing and holding the button for the desired floor. The dimensions of the lifts are 90cm wide and 205cm high door and 105cm wide and 169cm deep, both lifts have a total capacity of 2 people.

Private Events

There are two Private Events Spaces at The Glenturret Distillery: The Blender's Room and The Vinotheque.

The Blender's Room:

This room is located next to The Welcome Lounge and is primarily accessed through a long corridor from The Welcome Lounge, passing the Male Toilet. There are three doors to pass through here, each 75cm wide and 202cm tall. There are two sets of tables in the blenders room, all 75cm off the ground.

The Vinotheque:

The Vinotheque has two access routes. The primary one is through the Wine Cellar from the Shop Corridor, a door 93cm wide and 205cm tall, and up a staircase that turns twice to the left, 19 stairs and 99cm wide. From the Wine Cellar, a door leads to a staircase that goes up to the Vinotheque. The other access is via the Restaurant Terrace and has one step up to access the room. The room itself is a large meeting room with a table that seats 10 in the middle, the table is 75cm off the ground.

Additional Information

Use of electronic devices:

The use of cameras, mobile phones, and other electronic devices is allowed throughout the public areas within the retail/catering side of the business. Within the tour areas, however, this is subject to change and only with the permission of staff.

Hidden Impairments:

If, for any reason, you would like to visit when we are quieter, please contact us and we can advise on peak times.

Training:

We are continually looking into staff development & training. Several of our team members have completed an autism awareness course (2023) and we are currently exploring age-related courses for our staff and basic BSL courses for all front-of-house staff.

Wheelchairs:

All public areas out with the specified tour rooms and Vinotheque Events Space are wheelchair accessible. If you require the use of a wheelchair onsite, please inform a member of staff as we have a spare one that is free to use.

Assistance Dogs:

Assistance dogs are permitted in all parts of The Glenturret Distillery. Please ask staff if they require water at any time during your visit.

First Aid:

We will always ensure that a first aider is always on-site. A daily sheet is circulated to all customer-facing departments with a list of who on shift is first aid trained for that day.

Smoking:

Smoking, vaping, and the use, or charging, of any electronic cigarettes are not permitted within any of the buildings at The Glenturret Distillery. Smoking is only permitted outside, preferably as far from production buildings as possible.

Electric Vehicle Charging:

There are 6 charging stations for electric vehicles, these are in the eastern area of the car park and are indicated by green markings on the ground. The stations cost 60p per kwh and provide 22kwh rapid charging.

Accommodation:

There are many fantastic accommodation providers within the Crieff area. Please see VisitScotland for more information:

<https://www.visitscotland.com/info/towns-villages/crieff-p244511>

Alarms:

The building has fire alarm points located throughout. In the event of a fire alarm sounding, all persons are required to exit the building by their nearest fire exit. This will be directed by a member of The Glenturret team, who will then lead guests to the fire assembly point, at the Northwest end of the Car Park by the Douglas Fir trees. Guests are not permitted to return to the building until authorised by the fire warden on duty.

Contact Information

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PH7 4HA

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Tel: 01764656565

Website: www.theglenturret.com

Grid Reference: NN 85660 23445

What3Words: logs.wicked.walls

Opening Hours:

The Shop and Tour Areas are open between 10am and 5pm from the 1st of November until the 31st of March and 10am till 6pm from the 1st of April until the 31st of October.

The first tour begins at 10.30am, tours then run every hour on the half hour until 3.30pm in low season and 4.30pm in high season. Please see the Tour section of the website for more information and specific availability:

<https://www.sevenrooms.com/reservations/theglenturretdistillery>

The Café is open from 10am till 4.30pm year-round.

The Laliqie Restaurant opening hours vary and can be found on the Laliqie Restaurant website: <https://www.theglenturretrestaurant.com/>



If you have any questions about our current accessibility guide, please contact enquiries@theglenturret.com for more information.