

Dunnet Bay Distillers
Premium Scottish Spirits



Accessibility Guide for Dunnet Bay Distillery



Contact Information

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Welcome to Dunnet Bay Distillery

Dunnet Bay Distillery is conveniently situated on the North Coast 500 (NC500) route around the north of Scotland. The Distillery is located 3 miles from Dunnet Head, the most northerly point on the UK mainland.

Whether you take a guide tour, visit our Shop, or attend an event at Dunnet Bay Distillery, we guarantee a sensational experience for all our visitors.

We are fully accessible for wheelchair users and can cater for people with other specific access requirements.

Please get in touch if you require any further information about your specific access requirements or need advice on planning your visit. We look forward to welcoming you to Dunnet Bay Distillery.

Access at a Glance

This Accessibility Guide does not contain personal opinions as to our suitability for people with access needs but aims to accurately describe the facilities and services that Dunnet Bay Distillery offers all its visitors.

General

- All our staff receive regular training that includes first aid training, disability awareness training and World Host training.
- Assistant dogs are welcome in all areas of our attraction and we can provide water bowls for them. Please ask staff for assistance.
- By the end of the 2019 season we aim to have a hearing loop in all public areas throughout our attraction.
- Staff are on hand throughout our attraction to ensure the enjoyment and safety of all our visitors.
- The floor surfaces inside our attraction are made from concrete, flagstone, vinyl and wood. However, in the Still House there is a metal drain line, therefore we respectfully request that visitors intending to participate on a guide tour wear sensible footwear – no open-toed sandals or high heels please.
- There is a maximum of 14 places on guided tours of the Distillery so pre-booking is advisable to avoid disappointment. You can book using our online booking system:
<https://www.dunnetbaydistillers.co.uk/shop/distillery-tour/>
- Unisex toilets with wheelchair access are available in the Visitor Centre and the Distillery.

- We have a complimentary ticket policy for personal assistants.
- We have emergency evacuation procedures in place for all visitors – should you require it a member of staff will assist you with evacuation either out of the building or to a refuge. In the case of an evacuation, all visitors will be led to safety by a member of staff and/or by a member of the emergency services.

Ramp Access

- There is ramp access from the car park to the Visitor Centre where the Shop and the Tour Ticketing/Reception Area are located.
- The main entrance door to the Visitor Centre will fit all wheelchairs.

♿ Level Access: Visitor Centre

- There is level step-free access from the main entrance to the Visitor Centre to the:
 - Shop: Merchandise
 - Shop: Spirit Tasting Station
 - Shop: Counter, Till and Tour Ticketing/Reception Area
 - Tour: Tasting Room
 - Tour: Tasting Table
 - Unisex Accessible Toilet with Baby Changing Facility
- The entrance doors to the Tasting Room and the Unisex Accessible Toilet will fit all wheelchairs.

♿ Level Access: Still House

- For tour ticket holders there is level step-free access from the main entrance to the Distillery to the:
 - Still House
 - Unisex Accessible Toilet
- The main entrance door to the Distillery, the door to the Still House and the door to the Accessible Toilet will fit all wheelchairs.

Hearing

- During guided tours there will be low-level background noise in the Still House when we are distilling.
- A pen and paper are available in the Shop and Tasting Room.
- We are currently working towards installing a hearing loop in all public areas throughout our attraction.
- We can offer British Sign Language tours of the distillery on request. We require at least 5 working days advance notice of a request for a British Sign Language tour.

Visual

- Glass doors and full-height windows will shortly have contrast markings.
- Lighting in the various parts of our attraction is mostly bright and from above. However, for visitors who book a guided tour the Tasting Room and the Still House when we are distilling have low lighting levels and may be darker than other rooms in our attraction.
- The walls and the doors of the Visitor Centre and Still House have high colour contrast.
- We are currently working towards producing audio and large print guides for our Shop and guided tours.
- A magnifying glass, pen and paper are available in the Shop and Tasting Room.

Getting to Dunnet Bay Distillery

Pre-Arrival

General

- If you are using Sat Nav or a journey planning website the postcode for the Distillery is KW14 8XD.

Travel by Public Transport

- You can get to Dunnet Bay Distillery by bus.
- The Distillery is on the route of Stagecoach Bus Number 80 which runs from Thurso to John O' Groats/John O' Groats to Thurso.
- You catch the bus to Dunnet from Thurso from outside the Royal Bank of Scotland, 11, Orlig Street, Thurso, KW14 7BL.
- You can catch the bus to Dunnet from John O' Groats from the car park on the A99.
- The bus timetable is available from:
<https://www.travelinescotland.com/lts/#/timetables>
- The nearest bus stop to Dunnet Bay Distillery is outside the Telephone Kiosk on the A836 (from Thurso) and opposite the Telephone Kiosk on the A836 (from John O' Groats).
- There is no shelter or seating at the bus stop outside the Telephone Kiosk on the A836 (from Thurso).
- There is a concrete shelter and seating at the bus stop opposite the Telephone Kiosk on the A836 (from John O' Groats).

- The bus stop is 20m from the entrance to Dunnet Bay Distillery.
- There is dropped kerb access at the entrance to the Distillery.
- The surface of the drive leading to the Visitor Centre is made from gravel.
- The drive is over 50m long.
- Access to the Visitor Centre is via the Distillery car park, which is made from gravel.



Drive leading to the Visitor Centre with gravel surface.

Travel by Taxi

- You can get to the Visitor Centre at Dunnet Bay Distillery with Ormlie Taxis by calling 01847 893434. Ormlie Taxis have 1 wheelchair accessible vehicle. However, pre-booking at least 1 month in advance of your visit is recommended.

- The Visitor Centre drop-off point is in the Distillery car park.
- Please ask to be dropped off by the ramp leading to the main entrance to the Visitor Centre.

Car Parking

- There is limited parking at the Distillery.
- We are currently working on ensuring that at least 1 parking space will be clearly marked for Blue Badge holders. This parking space will be over 6m from the ramp leading to the main entrance to the Visitor Centre.
- The surface of the Distillery car park is made from gravel.
- For evening events the car park is well lit as are the access routes to the Visitor Centre and the Still House.



Distillery car park with gravel surface.

Arrival

Main Entrance to the Visitor Centre

- There is a paved ramp leading up to the main entrance to the Visitor Centre where the Shop and Tour Ticketing/Reception Area are located.
- The ramp is 1.1m wide, with a gentle slope up to the main entrance to the Visitor Centre.
- The main entrance door has level step-free access.
- The main entrance door is 750mm wide.
- The main entrance door has a lever handle.
- There is level step-free access throughout the Visitor Centre.



Ramp access to the Main Entrance to the Visitor Centre.



Main Entrance door to the Visitor Centre.

Getting Around Inside the Visitor Centre

Shop: General Information

- The Shop is open from 10am to 5pm, Monday to Saturday.
- Access to the Shop is via the main entrance door to the Visitor Centre.
- There is level step-free access throughout the Shop.
- The route through the Shop is 750mm wide, or more.
- There is room in the Shop for 1 large wheelchair.
- The Shop has a wooden floor.
- The Shop is evenly lit with overhead lighting.
- Staff are available in the Shop to help visitors who require assistance.

- We will shortly have contrast markings on all glass doors and full-height windows and there is high colour contrast between walls and doorframes in the Shop.



Interior of the Shop located in the Visitor Centre.

🛒 Shop: Merchandise

- Merchandise in the Shop is displayed on wooden shelves up to a height of 2.09m.
- Shelves are evenly lit with overhead lighting.
- There is high colour contrast between the wooden shelves containing merchandise and the Shop walls and doorframes.
- We are currently working towards producing information about our Shop merchandise in audio and large print formats.

🏪 Shop: Spirit Tasting Station

- Visitors who are over 18 years of age can sample the spirits that we produce after 10am, Monday to Saturday at the Spirit Tasting Station located in the Shop.
- There is level step-free access through the Shop to the Spirits Tasting Station.
- The route through the Shop to the Spirits Tasting Station is 750mm wide, or more.
- There is room in front of the Spirit Tasting Station for 1 large wheelchair.
- Staff will serve samples of the spirits we make at Dunnet Bay Distillery to visitors and talk them through the different botanicals used in their production.
- There is currently no hearing loop in the area in front of the Spirit Tasting Station.
- A magnifying glass, pen and paper are available if required.



Spirit Tasting Station.

Shop Counter, Till and Tour Ticketing/Reception Area

- From the main entrance to the Visitor Centre to the Shop Counter, Till and Tour Ticketing/Reception Area, there is level step-free access.
- The route to the Shop Counter, Till and Tour Ticketing/Reception Area is 750mm wide, or more.
- The Shop Counter currently does not have a dropped or lowered section or till point, although there is wheelchair access to the side of the Shop Counter.
- There is currently no hearing loop system in the area around the Shop Counter, Till and Tour Ticketing/Reception Area.

- A magnifying glass, pen and paper are available if required.
- Staff are available in the Shop to help visitors who require assistance.



Shop Counter, Till and Tour Ticketing/Reception Area.

📍 Guided Tours: General Information

- Guided tours of the Distillery run twice a day at 11am and 2pm, Monday to Saturday from March until November. Private tours are available at other times of the year by prior arrangement. Please contact us for further details.
- You should allow in the region of 90 minutes to complete a guided tour.
- From the main entrance to the Visitor Centre to the Shop Counter where the Tour Ticketing/Reception Area is located, there is level step-free access.
- The route to the Shop Counter, Till and Tour Ticketing/Reception Area is 750mm wide, or more.

- Access to the Tasting Room where guided tours start is from the Shop via a 750mm wide door, which is also bi-fold and will fit all wheelchairs.
- The door to the Tasting Room has a lever handle.
- There is level step-free access throughout the Tasting Room.
- At the start of the guided tour visitors will be seated on either a sofa (360mm high, or more), a high-backed, armless chair (440mm), or a wooden bench seat (460mm high).
- During guided tours there is short walk between the Tasting Room located in the Visitor Centre and the Still House located in the Distillery.
- The route between the Visitor Centre and the Still House is over 20m.
- The route between the Visitor Centre and the Still House crosses the Distillery car park. The route is step-free, and the floor surfaces are a mixture of gravel and paving stones.
- After visiting the Still House, visitors will be guided back to the Tasting Room for a tutored tasting session. During the tasting session visitors will be seated around a large table. The table is 720mm high, and wheelchair accessible.
- We are currently working towards producing information about our guided tours in audio and large print formats.
- Our Tour Guide will be available throughout the tour to help visitors who require assistance.



Main Entrance door to the Tasting Room from the Shop.

📍 Guided Tours: Tasting Room

- There is level step-free access throughout the Tasting Room.
- There is a flagstone floor in the Tasting Room.
- The Tasting Room is lit with overhead lighting. There light levels in the Tasting Room are lower than throughout the rest of our attraction.
- The route through the Tasting Room is 750mm wide, or more.
- There is room in the Tasting Room for 2 large wheelchairs.

- We will shortly have contrast markings on all full-height windows and there is high colour contrast between walls and doorframes in the Tasting Room.
- There is currently no hearing loop system in the Tasting Room.
- A magnifying glass, pen and paper are available in the Tasting Room.
- The interpretation panels in the Tasting Room are mounted so they can be read by visitors in wheelchairs, are in large text and have pictorial representations where applicable.
- The glasses and cups used during the guided tour are in contrast with the tables and other flat surfaces in the Tasting Room.



Seating Area in the Tasting Room.



Seating Area and Tasting Table in the Tasting Room.



Tasting Table in the Tasting Room.



Tasting Table laid for a Tutored Tasting Session.

📍 Guided Tours: Tasting Room Unisex Accessible Toilet

- There is level step-free access through the Shop and the Tasting Room to the unisex accessible toilet.
- Access to the unisex accessible toilet is through 2 doors, which both have lever handles and are 750mm wide.
- There is a wooden floor in the area directly outside the unisex accessible toilet. This area is evenly lit with overhead lighting.
- There is a wooden floor in the unisex accessible toilet.
- The unisex accessible toilet is evenly lit with overhead lighting.
- The unisex accessible toilet (including seat) is 470mm high.

- There is a vertical grab rail on the right-hand wall adjacent to the accessible toilet.
- There is also a horizontal grab rail on the right-hand wall adjacent to the accessible toilet.
- There is 400mm between the accessible toilet and the sink.
- There is a lever tap on the sink and a hand-dryer.
- There is an emergency pull cord in the unisex accessible toilet.
- Baby changing facilities are available within the accessible toilet.



Tasting Room Unisex Accessible Toilet.

Guided Tours: Still House

- Access to Still House is via the main entrance to the Distillery. The main entrance door is 750mm wide.
- The route from the main entrance door to the Still House is 750mm wide, or more.
- The Still House door is 750mm wide.
- There is level step-free access throughout the Still House.
- There is a concrete floor in the Still House with a metal drain line.
- When we are not distilling the Still House is evenly lit with overhead lighting. During distilling the Still House is lit with natural light, therefore the light levels in the Still House will often be lower than throughout the rest of our attraction.
- There is room in the Still House for 1 large wheelchair.
- We have high colour contrast between walls and doorframes in the Still House.
- There is currently no hearing loop system in the Still House.
- During guided tours there will be low-level background noise in the Still House when we are distilling.
- A magnifying glass, pen and paper are available in the Still House.
- During guided tours we encourage visitors to touch and smell some of the botanicals we use in the production of our spirits.
- This part of the guided tour is not seated. However, a seat can be requested if required.



Main Entrance door to the Distillery and Still House.



The Still House.

📍 Guided Tours: Distillery Unisex Accessible Toilet

- There is level step-free access from the main entrance to the Distillery to the unisex accessible toilet.
- There is vinyl flooring in the area directly outside the unisex accessible toilet. This area is evenly lit with overhead lighting.
- The door to the unisex accessible toilet has a lever handle and is 750mm wide.
- There is a horizontal grab rail on the inside of the unisex accessible toilet door.
- There is vinyl flooring inside the unisex accessible toilet.
- The unisex accessible toilet is evenly lit with overhead lighting.
- The unisex accessible toilet (including seat) is 470mm high.
- There is a vertical grab rail on the right-hand wall adjacent to the accessible toilet.
- There is also a horizontal grab rail on the right-hand wall adjacent to the accessible toilet.
- There is 300mm between the accessible toilet and the sink.
- There are vertical grab rails located either side of the sink.
- There is a lever tap on the sink and a hand-dryer.
- There is an emergency pull cord in the unisex accessible toilet.



Distillery Unisex Accessible Toilet.

📍 Distillery Garden and Geo-Dome

- Visitors are welcome in the Distillery Garden and Geo-Dome where we grow some of the botanicals used in the production of our spirits.
- Please note the Geo-Dome is not wheelchair accessible and the grass areas in the Distillery Garden can be uneven underfoot.

- The nearest toilet area for assistance dogs is located within the Distillery Garden.

|| Place to Eat and Drink

- Dunnet Bay Distillery does not currently have any on-site catering facilities. However, a picnic table is available for use beside the Geo-Dome which is located to the side of the Distillery car park.
- Food and drink can be purchased at the Northern Sands Hotel which is located next door to the Distillery.
- The contact details for the Northern Sands Hotel are as follows:
 - Telephone: 01847 851300
 - E-mail: enquiries@northernsands.co.uk
 - Website: <https://www.northernsands.co.uk/#top>

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