

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 three miles from Dunnet Head, the most northerly point on the UK mainland.

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

We are fully accessible for visitors who use a wheelchair 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 individual 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 equality training and customer care training.
- Assistance dogs are welcome in all areas of our attraction, and we can provide a water bowl and a treat for them.
- Staff are on hand throughout our attraction to ensure the enjoyment and safety of all our visitors.
- The floor surfaces inside our attraction are ceramic tiles, concrete, flagstone, and vinyl.
- For visitors participating in a guided tour or attending an event in our Still House there is a metal drain line which has grills. Therefore, we respectfully request that visitors wear sensible footwear – no open-toed sandals or high heels please.
- We offer an Express Tour which lasts 30 minutes at 10.30am and 11.30am, Monday – Saturday from April until September and a Premium Tour which lasts 90 minutes at 2pm, Monday – Saturday from April until September.
- Please see our website <https://www.dunnetbaydistillers.co.uk/visit-us/> for availability of our distillery tours outside the peak tourist season (October until March).
- You can book a guided tour using our online booking system <https://www.dunnetbaydistillers.co.uk/visit-us/>

- There are a limited number of places available on guided tours of the distillery so pre-booking is advisable to avoid disappointment.
- You can let us know about your accessibility requirements or if you have children in your party at the bottom of the booking checkout page <https://www.dunnetbaydistillers.co.uk/checkout/> in the 'Notes about your order' section.
- Our website meets accessibility standards.
- Unisex toilets with wheelchair access are available in the Tasting Room in the Visitor Centre and the Main Distillery Building.
- We have a complimentary ticket policy for personal assistants.
- A Family Activity Pack is available for children participating in a guided tour of the distillery.
- We have emergency evacuation procedures in place for all visitors.

Ramp Access and Level Step-Free Walkways

- The main entrance to the Visitor Centre where our Shop and Visitor Reception/Tour Check-In Area are located is accessible from the distillery car park via a level step-free paved walkway and ramp.
- From the distillery car park, access to the Tasting Room in the Visitor Centre where guided tours, and events take place is via a level step-free paved walkway and ramp.
- There is ramp access and a level step-free paved walkway from the Visitor Centre to the Main Distillery Building where the Still House is located.
- The main external entrance doors to the Visitor Centre, Tasting Room and Main Distillery Building will accommodate all types of wheelchairs.

Level Step-Free Access: Visitor Centre

- There is level step-free access from the main entrance of the Visitor Centre to the:
 - Shop: Merchandise
 - Shop: Spirit Tasting Station
 - Shop: Counter (including Visitor Reception/Tour Check-In Area)
 - Premium Tours and Events: Tasting Room
 - Premium Tours and Events: Tasting Table
 - Unisex Accessible Toilet
- The internal doors into and within the Shop and Tasting Room accommodate all types of wheelchairs.
- The internal door to the unisex accessible toilet located at the end of the Tasting Room accommodates all types of wheelchairs.
- The accessible toilet is not available to the public when a Premium Tour or event is taking place within the Tasting Room.
- Baby changing facilities (available on request) are located within the unisex accessible toilet, which accommodates all types of wheelchairs.
- Baby changing facilities are not available to the public when a Premium Tour or event is taking place within the Tasting Room.

Level Step-Free Access: Main Distillery Building

- For visitors participating in a guided tour of the distillery, or attending an event there are ramps and level step-free paved walkways leading from the Tasting Room in the Visitor Centre to the entrance of the Main Distillery Building which incorporates the:
 - Still House
 - Unisex Accessible Toilet
- The external entrance door to the Main Distillery Building accommodates all types of wheelchairs.
- The internal doors in the Main Distillery Building which lead to the Still House and unisex accessible toilet accommodate all types of wheelchairs.

Hearing

- As we are a working distillery there are unavoidable noises around the distillery grounds such as lorries loading/unloading.
- For visitors participating in a guided tour or attending an event in the Still House there will be low-level background noise when we are distilling.
- The compressor that we use to clean our ceramic bottles which we demonstrate during our guided tours omits a high-pitched hissing noise.
- We can offer British Sign Language tours of the distillery on request. We require at least ten working days advance notice of a request for a British Sign Language tour.
- A pen and paper are available in the Shop, Tasting Room, and Still House.

Visual

- Lighting throughout the public areas of our attraction is mostly bright and lit from above.
- Visitors who participate in a guided tour of the distillery or attend an event in our Tasting Room should note that as a historic building it has low lighting levels and may be darker than other public areas within our attraction.
- The walls and the doors of the Visitor Centre, Tasting Room and Still House have high colour contrast.
- We are currently working towards producing audio and large print guides for our Shop and guided tour content.
- A magnifying glass, pen and paper are available in the Shop, Tasting Room, and Still House.

Neurodiverse Visitors

- Distillery plans are available on request, please e-mail joanneh@rockrosegin.co.uk
- During guided tours and events, we can make a quiet space for any visitor who needs it.
- As we are a working distillery there are unavoidable noises around the distillery grounds such as lorries loading/unloading.
- When we are distilling there will be low-level background noise in the Still House.
- The compressor that we use to clean our ceramic bottles which we demonstrate during our guided tours omits a high-pitched hissing noise.
- Distillery staff sometimes work in the Still House during guided tours and events.
- Visitors who participate in a guided tour or attend an event in our Still House should note that the Still House and the Shop are very bright on sunny days.

- There are visual displays throughout our attraction.
- During our distillery tours, and events we offer sensory experiences and encourage visitors to touch and smell botanicals we use in the production of our spirits.
- We offer Private Tours on request, please e-mail joanneh@rockrosegin.co.uk

Getting to Dunnet Bay Distillery

Pre-Arrival

General

- If you are using Sat Nav or a journey planning website the postcode for Dunnet Bay Distillery is KW14 8XD.
- The what3words location of the Visitor Centre is `///videos.shoulders.stormed`

Travel by Public Transport

- You can get to Dunnet Bay Distillery by bus, although the bus timetables do not always correspond with the times of our guided tours.
- The distillery is on the route of Stagecoach Service Number 80 which runs from Thurso to John O' Groats/John O' Groats to Thurso. The bus timetable is available from: <https://tis-kml-stagecoach.s3.amazonaws.com/PdfTimetables/XIAO080.pdf>
- You catch the bus to Dunnet from Thurso from outside the Santander Bank, 1 Olig Street, Thurso, KW14 7BL.
- You can catch the bus to Dunnet from John O' Groats from the car park on the A99.
- 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 and Main Distillery Building is wheelchair friendly gravel.
- The drive is over 50m long.



Drive leading to Dunnet Bay Distillery.

Travel by Taxi

- You can get to Dunnet Bay Distillery by taxi. Both Ormlie & Violets Taxis and Triple S Taxis have wheelchair accessible vehicles.
- You can contact Ormlie & Violets Taxis by telephone on 01847 893434 or e-mail richard@ormlietaxis.com
- You can contact Triple S Taxis by telephone on 01955 611749 or by e-mail smeagol936@gmail.com
- However, we recommend pre-booking your taxi at least one month in advance of your visit to Dunnet Bay Distillery.
- The Visitor Centre drop-off point is in the distillery car park. Please ask to be dropped off beside one of the level step-free paved walkways and ramps leading to the main entrance of the Visitor Centre.

Car Parking

- There is limited visitor parking at Dunnet Bay Distillery.
- We have one parking space, clearly marked for Blue Badge holders. This parking space is located close to a level step-free paved walkway and ramp leading to the main entrance of the Visitor Centre.
- The surface of the distillery car park is wheelchair friendly gravel.
- For evening events the access routes to the Visitor Centre, Tasting Room and Main Distillery Building where the Still House is located are well lit.
- A member of staff will be available in the car park prior to the start of an evening event to guide visitors to the appropriate part of the distillery.



Parking space for Blue Badge holders.



Distillery car park and main entrance to the Visitor Centre.

Arrival

Main Entrance to the Visitor Centre

- Access to the main entrance of the Visitor Centre, where our Shop and Visitor Reception/Tour Check-In Area are located is via a level step-free walkway and ramp.
- The ramps around our attraction are all 1.1m wide, with a gentle slope.
- The external main entrance door to the Visitor Centre has level step-free access.
- The external main entrance door to the Visitor Centre is 750mm wide.
- The external main entrance door to the Visitor Centre has a lever handle.
- There is level step-free access throughout the Visitor Centre.



External main entrance door to the Visitor Centre.

Getting Around Inside the Visitor Centre

Shop: General Information

- The Shop located within the Visitor Centre is open from 10am to 5pm (4pm October until March), Monday to Saturday (excluding 2 weeks during the Christmas and New Year holiday).
- Access to the Shop is via the external main entrance door of the Visitor Centre or through an internal door from the Tasting Room (for visitors participating in a Premium Tour or attending an event).
- There is level step-free access throughout the Shop.
- The route through the Shop is 750mm wide.
- The Shop can accommodate two large wheelchairs at any given time.
- The Shop has a ceramic tiled floor, with underfloor heating.
- There is overhead lighting in the Shop.
- Staff are available in the Shop to help visitors who require assistance.
- There is a high colour contrast between the windows, walls, and doorframes in the Shop.



Interior of the Shop located in the Visitor Centre.

Shop: Merchandise

- Shop merchandise is on wooden shelves up to a height of 2.09m.
- The shelves have overhead lighting.
- There is a high colour contrast between the wooden shelves and other display equipment 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 merchandise displays.

🛒 **Shop: Spirit Tasting Station**

- Visitors who are over 18 years of age can sample two of our spirits after 10am (please see the Licensing (Scotland) Act 2005, Monday – Saturday at the Spirit Tasting Station located in the Shop.
- There is level step-free access through the Shop to the Spirit Tasting Station.
- The route through the Shop to the Spirit Tasting Station is 750mm wide.
- The area in front of the Spirit Tasting Station can accommodate one wheelchair user at a time.

- On request staff will serve each visitor two samples of our spirits and describe the different botanicals used in their production.
- There is currently no hearing assistance equipment available for use in front of the Spirit Tasting Station.
- A magnifying glass, pen and paper are available on request.



Spirit Tasting Station.

Shop Counter (including Visitor Reception/Tour Check-In Area)

- There is level step-free access from the main entrance of the Visitor Centre to the Shop counter where electronic point of sale equipment is located along with our Visitor Reception/Tour Check-In Area.
- The route to the Shop counter is 750mm wide.
- The Shop counter currently does not have a dropped/lowered section or till point, although there is wheelchair access to the side of the counter.
- There is currently no hearing assistance equipment available for use in this area.
- A magnifying glass, pen and paper are available on request.
- Staff are available to help visitors who require assistance in the Shop.
- Unless otherwise stated in their joining instructions visitors who have booked a guided tour or are attending an event should report to the Shop counter which doubles as our Visitor Reception/Tour Check-In Area.



Shop Counter and Visitor Reception/Tour Check-In Area.

Guided Tours and Events: General Information

- We offer an Express Tour which lasts 30 minutes at 10.30am and 11.30am, Monday – Saturday from April until September and a Premium Tour which lasts 90 minutes and runs from 2pm, Monday – Saturday from April until September. Please see our website <https://www.dunnetbaydistillers.co.uk/visit-us/> for availability of our distillery tours outside of peak tourist season (October to March).
- Express Tours cost £10 per person.
- Premium Tours cost £18 per person.
- As we are trying to be a sustainable business and reduce our plastic waste, we do not provide containers for drivers to take away samples. However, please feel free to bring along containers to decant the samples into. 3 x 20ml containers are required for our Premium Tour, whilst 2 x 20ml containers are required for our Express Tour.
- We offer Private Tours on request, please e-mail joanneh@rockrosegin.co.uk
- Children under 18 can attend guided tours free but are not allowed to taste our spirits, or during a Premium Tour or event sit at the Tasting Table or receive a goody bag.
- We have a Family Activity Pack for children who participate in a distillery tour, which guides them through the stories associated with the distillery and features our Miniature Schnauzer dog Mr Mackintosh who is the Distillery's Apprentice.
- Access to the Tasting Room where Premium Tours and events take place is usually through the Shop via a 750mm wide internal door, which has lever handles, and will accommodate all types of wheelchairs.



Entrance door to the Tasting Room from the Shop.

- During busy periods in the Shop visitors participating in a Premium Tour or attending an event may have to access the Tasting Room via a side entrance. A member of staff will be on hand to guide visitors to the external entrance door which is located at the side of the Tasting Room.
- The side entrance of the Tasting Room is accessible from the distillery car park via a level step-free paved walkway and a ramp.
- The side entrance of the Tasting Room is accessible from the main external entrance door to the Visitor Centre via a level step-free paved walkway and a ramp.
- The external side entrance door to the Tasting Room is 750mm wide.



External side entrance to the Tasting Room.

- All internal and external doors in the Tasting Room have lever handles.
- There is level step-free access throughout the Tasting Room.
- At the start of a Premium Tour and during events visitors will sit on either a sofa (360mm high), a high-backed, armless chair (440mm high), or a wooden bench seat/church pew (460mm high).
- During an Express Tour and Premium Tour there is a short walk between the Shop and Tasting Room located in the Visitor Centre and the Still House located in the Main Distillery Building.
- Events may involve a short walk between the Tasting Room located in the Visitor Centre and the Still House located in the Main Distillery Building.
- The route between the Tasting Room and the Still House is over 20m and access is via ramps and level step-free paved walkways.
- After visiting the Still House, visitors will return to the Shop or during a Premium Tour or event to the Tasting Room.

- During events which involve a visit to the Still House, visitors will return to the Tasting Room.
- During the tutored tasting session that forms part of the Premium Tour and some events, visitors sit around a large tasting table. The tasting table is 720mm high, and wheelchair accessible.
- We are currently working towards producing information about our guided tours in audio and large print formats.
- A member of staff will be available throughout the course of a guided tour or event to help visitors who require assistance.

📍 Premium Tours and Events: Tasting Room

- There is level step-free access throughout the Tasting Room.
- There is a flagstone floor in the Tasting Room.
- The Tasting Room has overhead lighting. However, as our Tasting Room is located within a historic building lighting levels are darker than other public areas within our attraction.
- The route through the Tasting Room is 750mm wide.
- There is room in the Tasting Room for two large wheelchairs.
- There is a high colour contrast between the full-height windows, walls, and doorframes in the Tasting Room.
- There is currently no hearing assistance equipment available for use in the Tasting Room.
- A magnifying glass, pen and paper are available in the Tasting Room.
- The visual displays in the Tasting Room are mounted on the wall at a height of 1070mms. The text is in large print.
- During our Premium Tours and some events, we offer sensory experiences and encourage visitors to touch and smell botanicals we use in the production of our spirits.
- The glasses and ceramic tasting cups used during Premium Tours, and some events 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.

📍 Tasting Room Unisex Accessible Toilet

- The unisex accessible toilet accommodates all types of wheelchairs.
- There is level step-free access through the Shop and the Tasting Room to the unisex accessible toilet.
- Access through the Shop and Tasting Room to the unisex accessible toilet is through two doors, which both have lever handles and are 750mm wide.
- There is a ceramic tiled floor in the area directly outside the unisex accessible toilet.
- The area directly outside the unisex accessible toilet has overhead lighting.
- There is a ceramic tiled floor in the unisex accessible toilet.
- There is overhead lighting in the unisex accessible toilet.
- The unisex accessible toilet (including seat) is 470mm high.

- There is a fixed vertical grab rail on the right-hand wall adjacent to the accessible toilet.
- There is a moveable 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 an automatic hand-dryer is located to the right-hand side of the sink.
- There is an emergency pull cord in the unisex accessible toilet.
- The accessible toilet in the Tasting Room is only available to participants when a Premium Tour or event is taking place. In such instances a staff member will guide you to the unisex accessible toilet in the Main Distillery Building.
- Baby changing facilities (available on request) are located within the unisex accessible toilet.
- The baby changing facilities in the unisex accessible toilet in the Tasting Room are only available to participants when a Premium Tour or event is taking place. In such instances a staff member will guide you to the unisex accessible toilet in the Main Distillery Building.



Unisex accessible toilet in the Tasting Room.

Guided Tours and Events: Still House

- The Still House is only accessible to visitors who have booked a guided tour or are attending an event.
- Access to the Main Distillery Building, where the Still House is located from the Tasting Room in the Visitor Centre is via ramps and level step-free paved walkways.
- The external entrance door to the Main Distillery Building is 750mm wide and accommodates all types of wheelchairs.
- There is level step-free access from the external entrance door to the Main Distillery Building and the entrance to the Still House.
- 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. Visitors are not able to cross the metal drain line.
- The Still House has overhead lighting.
- There is room in the Still House for two large wheelchairs.
- There is a high colour contrast between the walls and doorframes in the Still House.
- There is currently no hearing assistance equipment available for use in the Still House.
- There will be low-level background noise in the Still House when we are distilling.
- The compressor that we use to clean our ceramic bottles which we demonstrate during our guided tours omits a high-pitched hissing noise.
- Distillery staff sometimes work in the Still House during guided tours and events.
- A magnifying glass, pen and paper are available in the Still House.

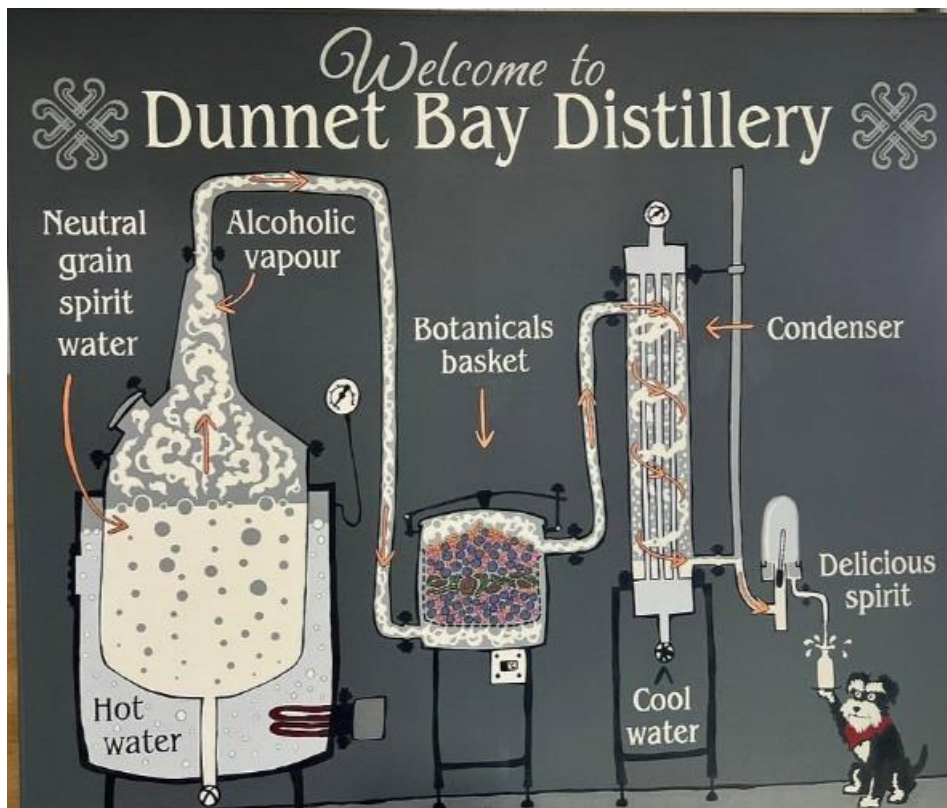
- During guided tours, and some events we offer sensory experiences and encourage visitors to touch and smell botanicals we use in the production of our spirits.
- The ceramic tasting cups used on Express Tours are in contrast with the equipment and other flat surfaces in the Still House.
- The guided tour of the Still House can last for 30 minutes and there are no chairs in the Still House. Please let us know in advance of your visit if you require a chair.
- The visual displays in the Still House are wall mounted at a height of 570mms and 1070mms. The text is in large print.



Entrance door to the Main Distillery Building.



The Still House.



Visual display of the distilling process in the Still House.

Distillery Unisex Accessible Toilet

- There is level step-free access from the entrance to the Main Distillery Building and the Still House to the unisex accessible toilet.
- There is vinyl flooring in the area directly outside the unisex accessible toilet. This area has 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 has overhead lighting.
- The unisex accessible toilet (including seat) is 470mm high.
- There is a fixed vertical grab rail on the right-hand wall adjacent to the accessible toilet.
- There is a moveable 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 an automatic hand-dryer is located to the right-hand side of the sink.
- There is an emergency pull cord in the unisex accessible toilet.



Unisex accessible toilet in the Main Distillery Building.

📍 Distillery Herb Garden and Geodesic Dome

- Visitors are welcome to visit our Herb Garden and Geodesic Dome where we grow botanicals used in the production of our spirits. The botanicals have labels with both their common and scientific names.
- Please note the Geodesic Dome is not wheelchair accessible and the grassed areas in the Herb Garden can be uneven and slippery underfoot when the grass is wet.
- Toilet areas for assistance dogs are the grassed areas adjacent to our Herb Garden and Geodesic Dome. Please clean up after your dog.
- Dog waste bags are available in the Shop in the Visitor Centre.



Distillery Herb Garden.



Geodesic Dome.

|| Place to Eat and Drink

- Dunnet Bay Distillery does not have any on-site catering, bar, or café facilities. However, a picnic table is available for use beside the Geodesic Dome.
- Food and drink are available 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>

Accessibility Guide created by Joanne Howdle on 29th October 2018. Revised 28th June 2024.