



Welcome back!

As the first step of a phased reopening of The Dewar's Aberfeldy Distillery, we will be reopening with our Aberfeldy Tours, Cask Tasting Tours and Connoisseur Tours available.

Our phased reopening plans are in accordance with recent updates from the Government in response to the COVID-19 coronavirus. We will reopen under limited capacity with pre-booked tickets only.

The health and safety of our guests and staff is our number one priority and to keep everyone safe, we will be introducing a number of additional hygiene and safety measures. As a food production site, we have some precautions in place in addition to the standard Government guidelines.

What new hygiene and safety measures will be in place?

- Our tour capacities will be reduced and pre-booking in advance is mandatory
- Visitors will be required to be temperature checked on arrival and we will provide a face mask for you to wear upon arrival in the car park and throughout the site.
- There will be signage at all entry points; in our car park and in the Admissions area. These will advise you to wear a face mask and proceed directly to the Visitor Centre
- Hand sanitiser stations will be available throughout the experience
- A queuing system has been introduced at the Entrance
- Our whisky lounge will have several clear zones with individual capacities, allowing family members to sit together
- Touchpoints on doors will be reduced
- Staff will be wearing face masks and will be temperature-checked daily

What if my booking was cancelled and I now have a voucher?

This voucher can be used on any of our experiences available online. They can be used as a partial payment, and if you have any credit remaining this can be used in the shop.

What is available at the Dewar's Aberfeldy Distillery?

Our Aberfeldy Tours, Cask Tasting Tours and Connoisseur Tours are available.

What if the experience I was booked onto is no longer available?

If you are booked onto an experience that is no longer available, then your voucher can be used to book one of our experiences that is available, and any credit left on your voucher can be spent in the Shop.



What changes have been made to the experiences?

All tours have a reduced capacity, and no longer have access to the production areas. As we do during our annual silent season, we will show a film in our warehouse to explain the production process with samples to give you a multisensorial production experience. We are also pleased to be able to offer an upgraded complimentary tasting for every visitor to thank you for your visit.

What if I am showing symptoms of COVID 19?

Please do not attend the distillery if you are showing any symptoms of COVID 19. All guests will be temperature checked on arrival and asked to sign to confirm that you do not have symptoms. Please get in touch with us at AberfeldyDistillery@Dewars.com and we will arrange to move your booking.

As a small welcoming team we will do our utmost to accommodate your group and give you the best possible experience. Please reach out to us at AberfeldyDistillery@Dewars.com if you have questions or concerns so that we can ensure you we can do this safely.

Can I visit the Shop, Bar or Café if I do not have a booking?

Unfortunately at this time you will not be able to visit our Shop, Bar or Café unless you have a ticket booking. Our online shop is open and delivers across the UK, visit <https://shop.dewars.com> to browse our selection of whiskies online.

Can I wear my own face mask?

You will not be able to wear your own face mask when you visit us, we will provide you with a surgical-style disposable face mask on arrival.

What if I can't wear a face mask due to a medical condition?

We will provide a full face shield for those who have medical exemption from wearing a face mask.

Are there Operators on site making whisky?

Production of our whisky has not stopped at any point, and operators in high vis orange clothing may be seen around our site. They are responsible for making whisky, and therefore 2m social distance must be maintained at all times, and the operators must not be approached.