



EST. 1824

THE
MACALLAN

Access Guide



It is our desire to ensure that every guest has a memorable time at The Macallan Distillery Experience.

This guide provides information to help you plan your visit, including details on arrival, building access, facilities and the support available during all our guest experiences including distillery experiences, dining at TimeSpirit and time spent in The Macallan Boutique and The Macallan Bar.

If you have any access requirements or would like to discuss how we can support your visit, please call our customer services team on 01340 318 000 or send an email to contact@themacallan.com.

As all visits are by pre-booked appointment, we encourage you to share any access information ahead of time so we can make appropriate arrangements to help us deliver a memorable experience for you.

Arrival

The Macallan Distillery Experience is located at:

The Macallan Distillery

Easter Elchies

Craigellachie

AB38 9RX



The entrance to The Macallan Distillery Experience is approximately 200 metres from the guest car park. We have dedicated disabled parking bays and an electric buggy is available to assist with transfers from the car park to the entrance.

Wheelchairs are available on request and may be used throughout your visit.

Our caring and professional team are always available to offer support throughout your time with us. Our Hosts will be pleased to assist you.

How To Find Us



The easiest way to reach The Macallan Distillery Experience is by car. If you plan to travel by taxi, we recommend booking well in advance of your visit as there are only a few operators in our region and no app-based transport services like Uber.

Our customer services team can provide contact details for local operators including those that offer wheelchair-accessible vehicles.

Accessible Parking



There are three dedicated accessible car parking bays each measuring approximately 2.54 metres wide by 3.5 metres long.

These bays are clearly marked and provide additional space on both sides and at the rear, allowing for safe and convenient use of rear-entry lifts or ramps.

These spaces are designed to support disabled drivers and passengers in entering or exiting vehicles with ease. If you require assistance upon arrival, our team will be happy to help.

On-Site Transport Support



There is a long incline leading to the entrance doors at The Macallan Distillery Experience and it may be tiring for some manual wheelchair users, ambulant disabled or other guests. To support ease of access from the car park to the entrance, our team can provide transport using an electric buggy.

The buggy is equipped to carry manual wheelchair users without the need to transfer.

If you would like to use this service, please let us know at the time of booking so we can have it ready for your arrival.

Approaching The Entrance



The distance from the guest car park to the main entrance is approximately 200 metres. It consists of different surfaces, starting with 70 metres of tarmac road and a parallel gravel path.



A mono-blocked pathway of approximately 130 metres then leads up to the Distillery Experience entrance. There are level resting areas at approximately every five metres on this pathway and benches along the left-hand side as you head towards the entrance.



The seating options serve as resting points for those who require them along this incline, and a chance to see the natural beauty of our Estate.



Each bench is approximately 45 centimetres in height.

Entering The Macallan Distillery Experience



The entrance to The Macallan Distillery is via automatic double doors. The entrance is wide and level. It conforms to modern accessibility building regulations and has wide doorways, the narrowest being 82.5 centimetres. It also has smooth, easy to navigate floor surfaces.

Your Welcome



On arrival at The Macallan Distillery Experience you will be greeted by a member of our Host team. There is a reception desk with higher and lower sections. This enables us to offer a point of support for everyone. All our Hosts are easy to identify as they wear uniforms.

Navigation Space and Floor Surfaces



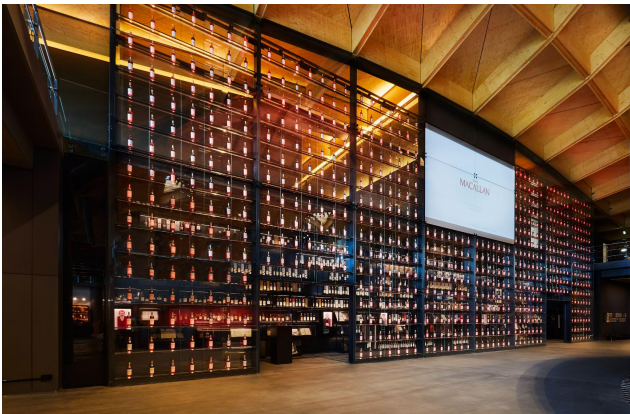
The navigation space of the building is excellent and main routes are well-lit. The floor is smooth and level, providing an ideal surface for wheelchair users or people with walking aids.



The Heritage Jewel Wall

The Heritage Jewel Wall is an enclosed area with floor-standing exhibition cases that tell The Macallan brand story. This area is level with ample navigation space.





The Macallan Boutique



The Macallan Boutique is situated next to The Distillery Experience entrance. Our Boutique is accessible and has ample space for people to browse. It contains a variety of seating areas.

Our point-of-sale counter has lowered sections making it accessible for all guests. If you need further assistance, our Boutique Team will be happy to help.

First Floor

Our production tour area, TimeSpirit restaurant and The Macallan Bar are located on the first floor which may be reached by stairs or by lift.



The lift is accessed through a large door. Its door and the surrounding wall are the same colour, which can make it difficult to distinguish for visually impaired visitors. Our Hosts are available to assist with the door which requires some strength to open.

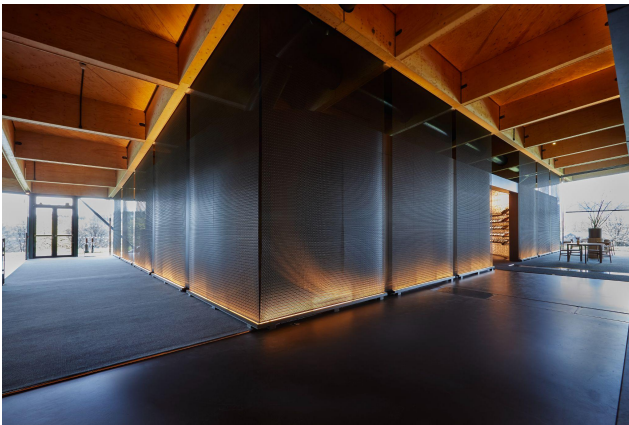
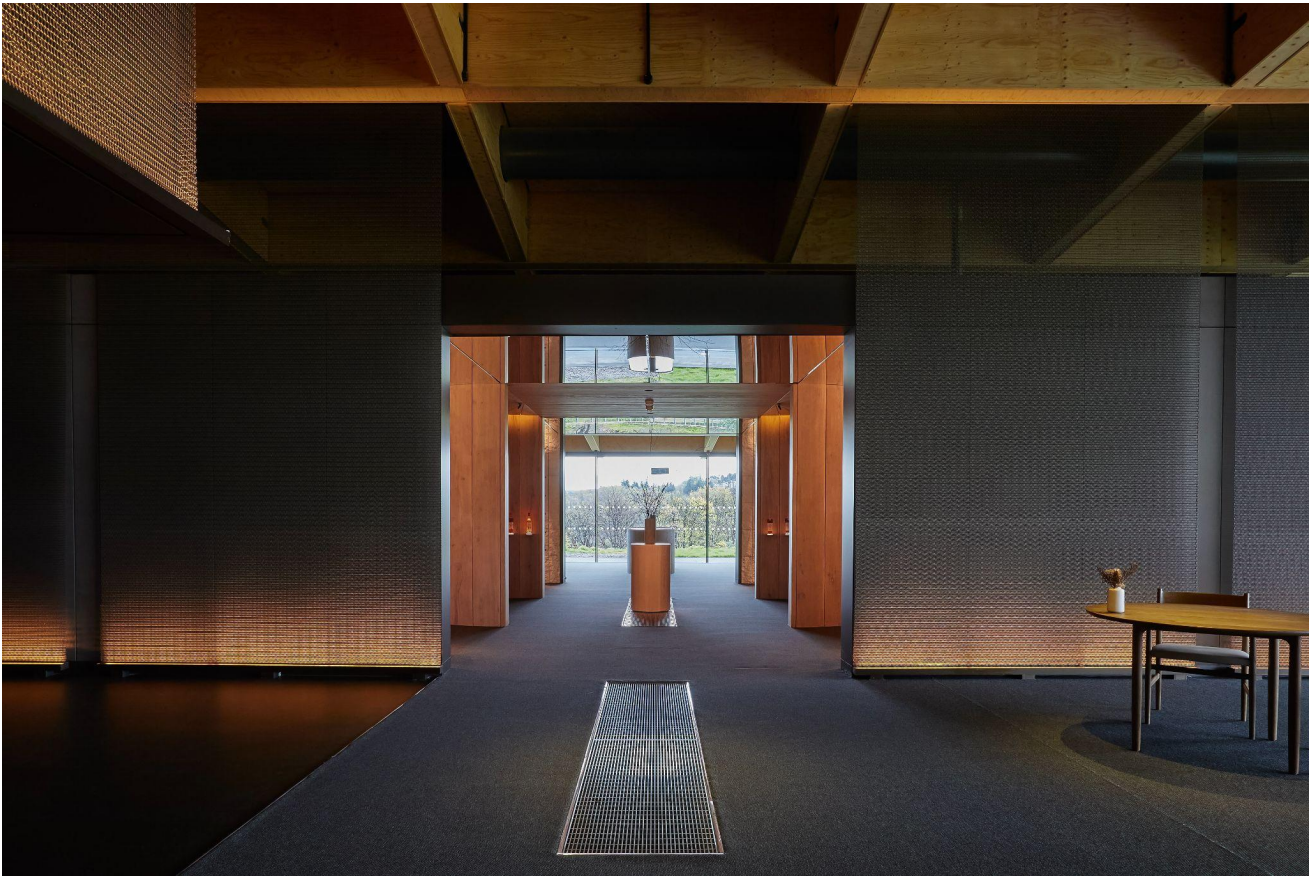
The lift is small with enough space for a wheelchair user (and one other) to enter and exit, but not to turn. There is a handrail on both sides and the lift is bright, with uplighters on the floor. The lift features the spoken warnings: 'mind the doors', 'doors closing' and 'doors opening'.

TimeSpirit



This is a modern, open dining area with carpeting on the floor. The tables are 74 centimetres high, and chairs may be removed to make space for wheelchairs.

Our Hosts will serve you at your table throughout your dining experience, please let them know if there is anything you require.

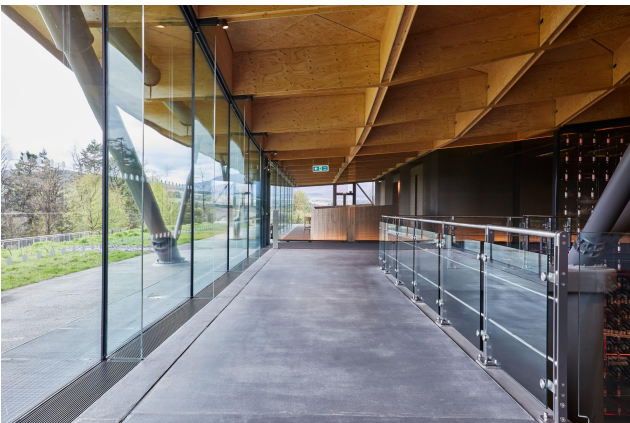
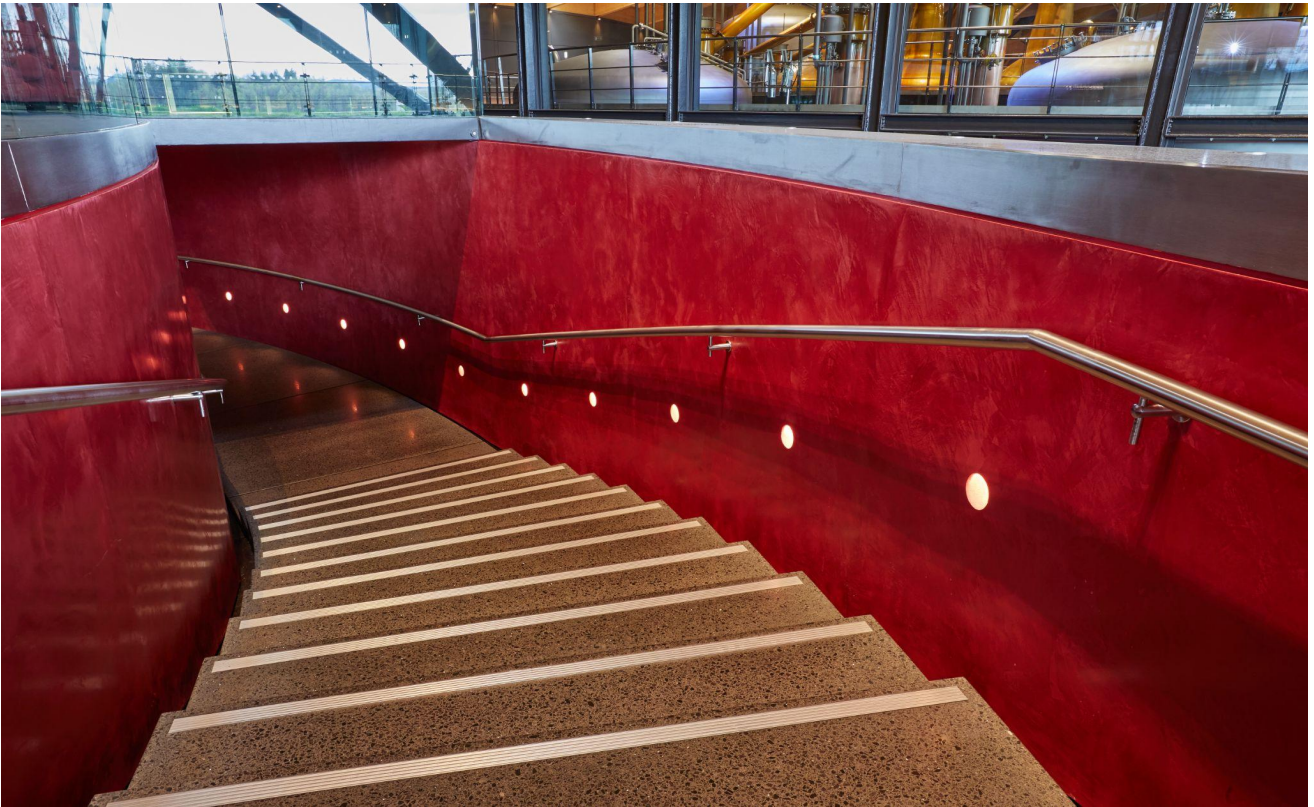




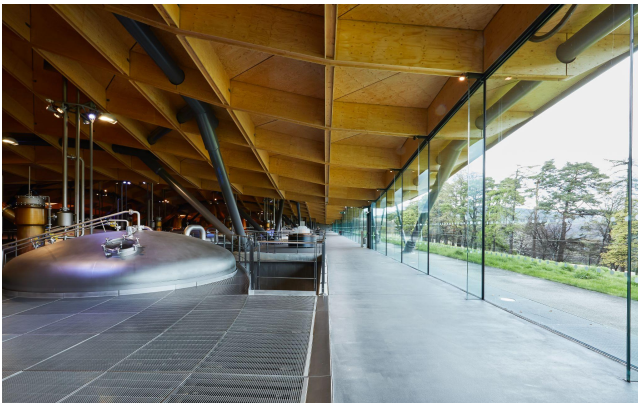
The Macallan Bar



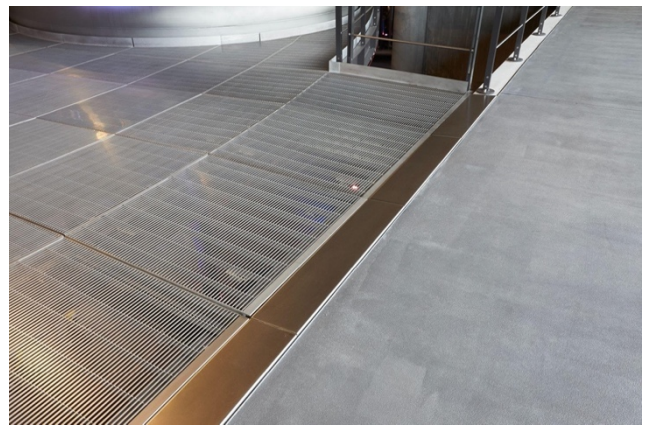
The Macallan Bar is also located on the first floor and has a range of comfortable seating options available. Our Hosts will serve you at your table, please let them know if there is anything you require.



Production Area



Guests are led through the production area as part of the distillery experience and will be always accompanied by a Host. The first-floor production area has grated metal flooring which has visibility to the ground floor level some 8 metres below. This grated flooring surface may be uncomfortable for assistance dogs. For electric wheelchair users, we may have to adjust some elements to meet your requirements and will tailor your experience accordingly.



The production area has obstacles, such as pipes and machinery. Therefore, it is important that guests stay with the Host throughout. While this is a walking tour, there are seating areas available to use at any point. The area is warm and relatively loud. For any guests who are unable to access the production area, we are able to share a video which will take you through the whisky making process.

Cave Privée



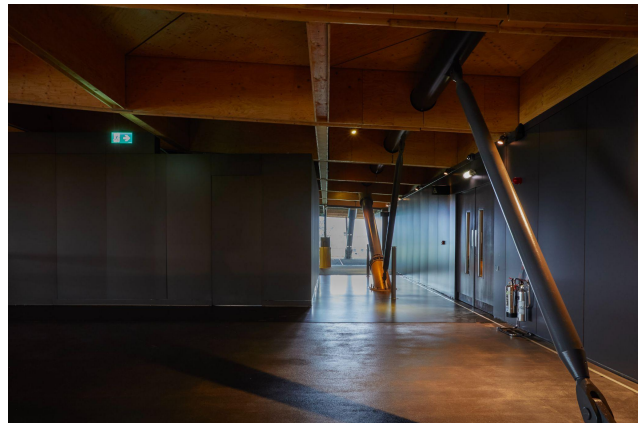
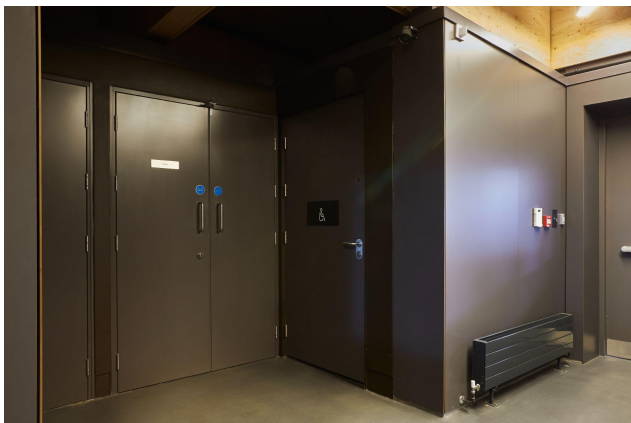
The Cave Privée is sometimes used for tastings of The Macallan single malt whiskies. There is good navigation. However, the low lighting mirrored flooring and reflections may affect those with sensory needs.

Accessible Toilets



We have accessible toilets on both floors. Each cubicle is spacious, has grab rails, a drop-down rail and ample transfer space. The transfer space in the accessible toilet may be either to the left or right, giving guests the option to meet their individual preferences.

Access to the ground floor toilets is via a pull door and our Hosts will assist when requested. Our Hosts will be able to show you to either a left or a right-side transfer accessible toilet on request. All our accessible toilet cubicles are equipped with an emergency alarm and a red alarm cord.



Assistance Dogs

Assistance dogs are permitted in The Macallan Distillery Experience and on our Estate. If you are visiting with an assistance dog, please let us know at the time of booking.

Please be aware that the flooring within the production area is grated which assistance dogs may find uncomfortable. Our Hosts will be available to help if assistance dogs have difficulty on this surface area.

Personal Assistants and Carers

Our Hosts are delighted to welcome everyone to join us where practicable. If a guest with a disability requires the support of a personal assistant or carer, we will provide a complimentary ticket subject to availability. Please let us know at the time of booking.

Emergency Procedures

Our Hosts will be with you throughout your visit and are trained in emergency situations. If an evacuation is necessary, they will ensure your personal needs are taken care of.

Find Out More

Discover everything you need to know to get the best out of your visit, including our latest experiences, how to get here and practical tips around transport planning on our website.

Please contact us in advance of your visit to discuss any details which will support our planning and preparation. This will help us provide you with a seamless and enjoyable experience on the day of your visit. You can call us on +44 (0)1340 318 000 or email contact@themacallan.com.

Feedback From Guests

It's important to us that every guest has a memorable time with us and enjoys their experience to the full.

Below is some feedback shared by guests, following their visit to The Macallan Distillery Experience.

"I was using a wheelchair and from the car park...nothing was too much trouble. The professionalism of the staff was outstanding."

"My wife suffers mobility issues and as such relies on using a rollator when walking. The assistance and courtesy shown to her on Tuesday evening was above and beyond anything we were expecting."

"We visited the Estate with my grandad who has difficulties walking; the staff couldn't have been more helpful and friendly. We were collected from the car park and taken right to the front door of the Distillery where a wheelchair was provided so he could take part in the full experience. Our Host was excellent, very knowledgeable and made the whole experience feel very personal for us."

"I would especially like to say thank you to the gentleman who was driving the "buggy", he very kindly transported us from the car park to the Boutique...service with a smile for sure."



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