

# VISITOR INFORMATION

JOHNNIE WALKER  
PRINCES STREET

We are delighted to welcome visitors to the all-new Johnnie Walker Princes Street.\*

Our number one priority is ensuring the safety and wellbeing of our staff, visitors and communities, which is why we've put a number of measures in place, in line with Scottish Government guidelines.

This document will give you the latest updates and information on how we're making sure that Johnnie Walker Princes Street is a safe place for you.

## HOW WE'RE KEEPING YOU AND OUR STAFF SAFE



### REDUCED STORE CAPACITY

We'll only allow a limited number of guests in the shop at one time.



### PRE-BOOKINGS ONLY

All experiences must be pre-booked.



### ONE-WAY SYSTEM

This will be clearly marked throughout the experience.



### PHYSICAL DISTANCING

To ensure the safety of our visitors and staff physical distancing may be required in some situations, in line with government guidance.



### EXTRA CLEANING

We have introduced extra cleaning and hygiene routines for your safety.



### HAND SANITISER STATIONS

Installed at the entrance and in all common areas of the venue.



### SAFE CHECK OUT

Contactless payment is strongly advised.



### FACE COVERINGS

Face coverings must be worn as per government guidance.

\*Opening date subject to licence grant and visitor terms and conditions.

# FREQUENTLY ASKED QUESTIONS

## HOW DO I BOOK A TOUR/VISIT?

Please visit [Johnniewalkerprincesstreet.com](http://Johnniewalkerprincesstreet.com) or email Johnnie Walker Princes Street (details below).

## WHAT IS YOUR CANCELLATION POLICY?

If you booked online the cancellation policy will be visible on your booking and you will be refunded through the system. If booked by phone or email please contact the venue directly to let us know you will not be attending. We will be happy to rearrange your booking if required.

## IF I ARRIVE FOR MY PRE-BOOKED TOUR, BUT DON'T FEEL COMFORTABLE ON THE DAY, CAN I GET A REFUND?

If you book your experience online we will be taking payment from you, please contact the venue and we can reschedule/refund your booking. If your experience is booked by phone or e-mail, you will be sent a payment link to pay in advance of your tour. Please contact the venue and we can reschedule/refund your booking.

## CAN I BOOK A TOUR FOR MIXED HOUSEHOLDS?

Yes, Johnnie Walker Princes Street has been assessed for maximum capacities in line with current Government guidance. These will vary depending on whether the booking is for a mixed household or same household.

## WHAT HAPPENS IF I GET SICK/FEEL UNWELL BEFORE MY VISIT?

If you feel unwell, please contact the venue and we will reschedule or refund your experience and welcome you back another day.

## I'M VISITING WITH AN ELDERLY FAMILY MEMBER/SOMEONE WITH AN UNDERLYING HEALTH CONDITION. IS IT SAFE FOR THEM?

We are unable to advise you on the health and wellbeing of family members. We have strict physical distancing and sanitation measures in place and meet all the regulatory requirements of Scottish Government. However, it is for individuals to decide if they wish to visit.

## WHAT HAPPENS IF YOUR STAFF ARE UNWELL?

Our team has completed comprehensive risk assessments and created operational protocols for all employees within the venue. These protocols ensure that no one with symptoms will be on site and that anyone who develops symptoms while onsite is managed carefully and effectively to minimise the health and safety risk. For example, all our sites have mandatory temperature checking and no employee is allowed on site with a temperature greater than or equal to 37.8°C

## DO I NEED TO WEAR A FACE COVERING THROUGHOUT THE VISIT?

In line with current Scottish Government legislation face coverings must be worn at all times, with the exception of when you are seated at your sensory experience, where your face covering can be removed. Should you need to move away from the sensory experience for any reason, you must ensure you are wearing your face covering before you do so.

## DO I NEED TO BRING MY OWN FACE COVERING?

It is advised that you bring along your own face covering, we cannot guarantee that we will have face masks available.

## **WILL PHYSICAL DISTANCING BE POSSIBLE?**

Yes, we have carried out a full building risk assessment to record maximum levels of people permitted in each area to ensure physical distancing can be maintained. Visual information will be in place to help visitors to maintain physical distancing and our staff will also ensure physical distancing is adhered to.

## **HOW WILL YOU ENFORCE PHYSICAL DISTANCING AND WHAT PROCEDURES ARE IN PLACE AT SITE?**

Measures we have put in place to enforce physical distancing include:

- Floor markings for appropriate distancing with added signage to ensure staff and visitors are maintaining physical distancing.
- Certain control barriers will be put in place.
- Visitors will be met by a member of staff at allocated time to enter building.
- Card payment preferred.
- Hand sanitiser stations throughout the experience.
- Group numbers will be limited with pre-booking online to ensure restrictions on tour numbers.

## **WHAT PRECAUTIONS ARE YOU TAKING TO STOP THE SPREAD?**

We have comprehensive measures in place and we are accredited as part of the “We’re Good To Go” scheme in conjunction with VisitBritain and VisitScotland. Precautions we have put in place to stop the spread of COVID-19 include:

- Face coverings to be worn.
- Wall-mounted and free-standing hand sanitiser (wipes will also be available).
- A member of staff will clean down every area after each tour.
- Control barriers and clearly defined floor markings.
- All visitors should adhere to physical distancing guidelines as advised by Government to reduce the spread of any infection.

## **HOW WILL YOU BE CLEANING THE VENUE?**

We have comprehensive sanitation protocols across all our sites to ensure the safety of our people and visitors.

## **WILL THERE BE HAND SANITISER ON SITE?**

Yes, we will have both free-standing automatic hand sanitiser stations as well as wall mounted stations throughout the experience and tour route.

## **WILL STAFF AT THE VENUE BE WEARING MASKS?**

In line with current Scottish Government legislation, our employees will be wearing face coverings throughout the visitor experience, together with our main controls of maintaining physical distancing, hand sanitising and temperature checks.

## **CAN I USE CASH WHEN I’M PAYING?**

Our preferred payment method currently is contactless, but if you are unable to do so we can take cash as payment.

## **WHAT CAN I EXPECT FROM MY VISIT?**

Our visitors can always expect a warm welcome, and we will do everything we can to make them feel comfortable and confident that the visitor experience is safe. Of course, the tour experience will be different in order to meet physical distancing and sanitation measures, but we will do everything in our power to make it enjoyable and memorable for our visitors.

## **HOW MANY PEOPLE WILL ATTEND OUR EXPERIENCES?**

## **WILL I BE ON AN EXPERIENCE WITH OTHER PEOPLE/STRANGERS?**

All experiences will be in line with Government guidelines and adhere to physical distancing requirements. Experiences will be small numbers and related to capacity in line with physical distancing requirements – this may mean that you attend an experience with others but we will adhere to physical distancing requirements and small visitor numbers.

## WHAT HAPPENS IF I FEEL UNWELL DURING THE TOUR?

Inform your guide as strict protocols have been put in place; these will be followed to ensure the situation is managed safely and effectively.

## WILL THE TOUR ROUTE AND SENSORY AREA BE CLEARLY MARKED WITH WHERE VISITORS WILL STAND OR SIT?

Yes, you will be accompanied at all times with a guide on a one-way system through your sensory experience. All areas will be clearly marked to ensure physical distancing.

## WHAT IS THE MINIMUM AGE FOR CHILDREN TO JOIN THE TOURS?

Children of all ages are welcome on the Journey of Flavour tour, provided they are accompanied by an adult. No children (Under 18's) on any other tours.

## IF MY CHILD CAN'T GO ON TOUR WILL I BE ABLE TO STAY IN THE VISITOR CENTRE WITH THEM WHILE MY PARTNER GOES ON TOUR?

We are very sorry but this is not possible at this time. Due to physical distancing requirements we are unable to allow more people than permitted in the building which is linked to capacity and the experiences we can provide.

## WILL I STILL BE ABLE TO DRINK/TASTE THE WHISKY?

This will fully depend on the current Scottish government guidelines. In the event you are unable to taste the whisky on your tour, you will be given whisky samples to take away and enjoy at home – as part of your tour package.

## WILL TOILETS BE OPEN AT THE VENUE?

Yes, although facilities may be limited. We will have increased cleaning measures in place, as well as hand sanitisers and signage.

## WILL I BE REQUIRED TO ANSWER QUESTIONS ABOUT MY WELLBEING PRIOR TO MY VISIT AND/OR ON ARRIVAL?

You will be provided with all the information you need to make an informed decision on whether you feel comfortable and well enough to visit after making your booking.

## I AM TRAVELLING FROM OUTSIDE THE UK, AM I ABLE TO VISIT THE EXPERIENCE?

Before you book your visit, please check the Covid-19 travel advice section of the Scottish Government website for the most up to date Guidance.

## I'M A UK RESIDENT, CAN I TRAVEL TO THE EXPERIENCE?

Before you book your visit, please check the Scottish Government travel guidance and only book if you are in compliance with the travel restrictions relevant to your local council area.

# GET IN TOUCH

For more information on our safety measures, please contact our team at the venue:

## JOHNNIE WALKER PRINCES STREET

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