



## Accessibility Guide for A. D. Rattray Whisky Experience & Whisky Shop

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### Welcome

Your perfect introduction to Scotch Whisky... Discover Scotch whisky as you explore our unique Whisky Experience & Shop.

At A. D. Rattray we believe whisky is the finest and most interesting spirit in the world. It's why we're always bringing you exciting, distinctive whiskies to discover

and enjoy. Explore more when you visit our home on Scotland's West Coast, where a warm welcome awaits you at the A. D. Rattray Whisky Experience.

Nose and taste exquisite spirits in our Tasting Room, personalise your own bottle in the Cask Room and explore the world's finest single malts in our shop.

We're ready to welcome you and share our knowledge and passion for whisky.

## At a Glance

### Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
  - Tasting Room
  - Main desk
  - Public toilet
  - Shop

### Access with steps

- There are steps from the main entrance to:
  - Cask room

### Hearing

- Some staff have disability awareness training.

### Visual

- Some parts of the venue have low lighting.

### General

- We have a complimentary ticket policy for personal assistants.
- Some staff have disability awareness training.

## Getting here

32 Main Road  
Kirkoswald  
KA19 8HY

### Travel by public transport

- You can get to A. D. Rattray Whisky Experience & Whisky Shop by bus and train.

- The nearest bus stop is on Main Road in Kirkoswald. The bus stop is 0.1 miles / 0.2 km from A. D. Rattray Whisky Experience & Whisky Shop.
- The nearest train station is Maybole Station. The train station is 4.5 miles / 7.2 km from A. D. Rattray Whisky Experience & Whisky Shop.
- By Bus - You can get the number 60 bus from Ayr or Girvan to Kirkoswald with the bus stopping 100 metres from our entrance. The bus is operated by Stagecoach and has wheelchair access / low floor access.  
By Train - You can get a train from Ayr Station or Girvan Station to Maybole Station followed by a 10-minute taxi or bus journey. The train is operated by ScotRail and has wheelchair access.

### Travel by taxi

- You can get a taxi with Hannah's Taxis Maybole by calling 01655 883330. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Jamie's Taxis Maidens by calling 01655 331221.
- You can get a taxi with Streamline Taxis Ayr by calling 01292 284545. The taxi company has a wheelchair accessible vehicle.
- We are in a rural area and the availability of local taxi companies is limited so we strongly advise that you pre-book your journey with them well in advance. The number of wheelchair accessible vehicles is particularly limited with the local companies however there are a larger number of wheelchair accessible vehicles available from taxi companies in Ayr, which is the nearest larger town.

### Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 1150mm wide, or more.
- The carpark is flat and level from the entrance gates to the main entrance. Designated disabled parking spaces are located next to our main entrance. There are 4 steps from the carpark to the main entrance or to the right there is a permanent ramped pathway to the main entrance.



Disabled parking at entrance



Ramp access



Ramp access pathway

## Arrival



### Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1150mm wide, or more.



### Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 800mm wide.
- The main door is side hung and manual.
- If you have special assistance requirements and would like us to meet you at our entrance, we are happy to do so. Please call us ahead of your visit to let us know.



Main entrance

## Getting around inside

### Visual Impairment - General Information

- Some parts of the venue have low lighting.



Cask room with low lighting

### Ticket/ information desk

#### Main desk

- From the main entrance to the desk, there is level access. The route is 1760mm wide, or more.
- The door is 850mm wide, or more.
- Our main desk is a combined information desk and till desk. We are a free entry attraction so you do not need to visit the desk to purchase a ticket.



Main desk

#### Things to See and Do

- We have a complimentary ticket policy for personal assistants.

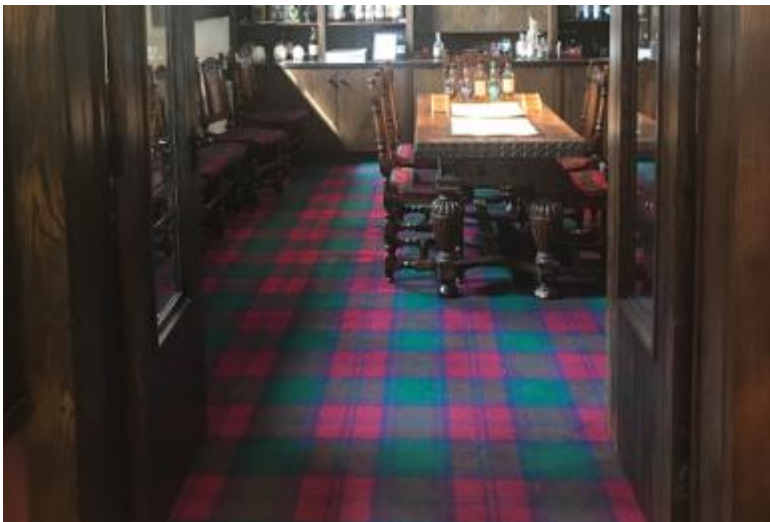
## Tasting Room

- From the main entrance to this area, there is level access. The route is 1760mm wide, or more. The door is 1450mm wide.
- Some display information is low, for wheelchair users. There are seats.
- Videos have subtitles.
- Carers are welcome to be in the tasting room for the duration of the tasting session without participating in the tasting. There is not charge for them to attend in this capacity.

Any paying guest participating in a tasting who does not want to or can't consume their whisky/gin samples, can have them decanted into small sample bottles to take home.



Tasting room



Tasting room entrance

## W1s Public toilet

### Public toilet

- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 820mm wide, or more.
- The toilet door is 890mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 900mm at the side of the toilet. There is 850mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.



Toilet



Ramp to toilet



## Shop

### Shop

- From the main entrance to the shop, there is level access. The route is 1760mm wide, or more. The door is 850mm wide.
- The route through the shop is 800mm wide, or more.
- After entering our main entrance, there is a porch area and second interior door before entering the main shop / attraction area which is one large space. There are a number of display tables but there is a minimum of 800mm to pass between.



Shop



Shop displays

### Cask room

- From the main entrance to this area, there is 1 step. There is no lift and no ramp.



Cask room entrance

## Customer care support

### Accessibility equipment

- The nearest toilet area for assistance dogs is located on the gravel area next to our main gates, 15 metres from the main entrance.
- You can hire mobility equipment from Aid 2 Ability Girvan by calling 01465 715287.
- You can hire mobility equipment from Easy Living Mobility Ayr by calling 01292 286004.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

### Customer care support

- Some staff have disability awareness training.

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Guide last updated: 11 July 2019