

THE CLYDESIDE DISTILLERY ACCESS GUIDE



This Access Guide aims to accurately describe the facilities and services that we offer all our visitors.

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INTRODUCTION

The Clydeside Distillery is Glasgow's first dedicated Single Malt Scotch Whisky Distillery in over 100 years. We offer a five star Visitor Experience, Cafe, and Specialist Whisky Shop in the heart of Glasgow. We are a family friendly establishment and we welcome visitors of all ages. Tours are delivered by our tour guides in English as standard however we are lucky enough to have guides who speak a second language. If you would like to drink whisky on the tour and are lucky enough to look under 25 we may ask for your I.D.

GETTING HERE

We are located by the river Clyde itself; near the BBC, SEC and the Finnieston area of Glasgow's West End.

By Car

To get here from the M8, take junction 19 and drive west along the Clydeside Expressway (A814) for about one mile. Turn right onto Stobcross Street/A814 and take the A814 exit to Clydebank/SEC. Use the left lane towards B808/Partick/Glasgow Harbour. Turn sharp left onto Stobcross Road.

By Train

The closest train station is Exhibition Centre.

Further information on access in this station can be found here <https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities/exg>

Exhibition Centre is the station for the Scottish Exhibition and Conference Centre and The SSE Hydro Exhibition Centre station has seated areas, toilets and a

lift. The distance between The Clydeside Distillery and the Exhibition Centre station is 0.8 miles and the walk between the station and the distillery is mostly level - the bridge over the expressway does involve a slightly steep incline and decline. This train station is also only 5 minutes distance by taxi – we would recommend Glasgow Taxis who have fully accessible taxis.

By Bus

Guests can take the 2 or the 3 provided by First Busses from the city centre to Haugh Road in the West End of Glasgow. From there the distillery is around a 10 – 15-minute walk - however to cross the expressway visitors must go over the bridge, which has around 15 long flat steps on either side.

By Taxi

Taxi cabs can be found in many ranks in the city centre including just outside Glasgow Central Station. There is no taxi rank outside The Clydeside Distillery but we can call one for you.

We have a partnership with Glasgow Taxis. Each of their taxis has a ramp as standard and drivers also all

receive training on accessibility needs. This is including but not limited to access for the blind and access for people with autism.

Car parking

Visitors can park outside the distillery free of charge. We have ample parking here at The Clydeside Distillery including 3 spaces reserved for those with additional accessibility needs as well as around 17 other car parking spaces. We also have 2 spaces for coach parking.

The car parking and entry area are bricked with little to no gradient. These areas are just outside the distillery, by the front door. In the evenings the car park is well lit.



ARRIVAL

Main Entrance



There is no intercom or call button required to gain access to the building during opening hours. We have two doors: one revolving and one which opens automatically, once the button has been pushed. The door is 41.5" or 1054mm wide and opens towards you. The button is 42" or 1067mm from the ground. Doors open at 09:50am, although we may be flexible if guests wished to arrive prior and let us know ahead of time.

The first area that guests enter is the concourse. This area is level throughout and is made of polished concrete. There is bench seating available in this area and the toilets are located to the right. To the left is the café and shop, where guests can check in for the tour. There is clear directional signage throughout the attraction.



THE SHOP



The shop is level with karndean flooring. The space between the gondolas in the shop is quite wide. We play music in the shop for guests, at a low level. The desk at the shop has two levels, one with lower access. The shop is lit by spotlights. There is a hearing loop system at till points.

THE TOUR

Tickets can be bought online, on the phone or on arrival. Carers are admitted free of charge. Most doors on the tour are 36.25" or 921mm wide. The most narrow passage is 30.75" or 782mm wide.

The tour begins with a video in our tour start room about the joint history of whisky and the Clyde. Here guests can either sit on low wooden benches or are invited to stand behind. The video is projected onto the wall and is around 7 minutes long. There is audio to accompany and large subtitles are incorporated into the video. While the video is projected the rest of the room is dark.

The next part of the tour is a self-guided section on the first floor. There is a lift in the AR room to take guests to this floor if they so desire. The width of the door to the lift is 35.5" and the depth of the lift is 57.5". There is a grab rail inside. We do not play music in the lift. This lift can generally fit 1 person using a wheelchair along with 2 standing people. Your tour guide will operate the lift for you. Alternatively, there are 22

steps to the next floor: an initial set of 4 steps followed by three sets of 6 steps. The flooring is chequer plate.

SELF-GUIDED



Guests are given around 10 minutes to peruse the self-guided section. There is information presented as text, video and images on the walls; mostly white text against a coloured background, one section with beige text against a darker brown background.

Here there is another video to watch at your own leisure with a low, wooden bench in front of it. This video does not have subtitles. There is another bench in this section for guests to use. The information is placed in a variety of positions on the walls, some

pieces are lower for easier access. In this section we also have interactive displays on screens placed at a low level.

THE DISTILLERY

The next part of the tour takes place within the distillery. In the distillery there are often loud noises, such as the mill, and you can expect the aromas of yeast or the sharp fruity aromas of whisky being made.

The flooring in the distillery is chequer plate.



The next room we visit on tour is The Stillhouse. The door to The Stillhouse is 36.25" or 920mm wide however there is a fairly sharp turn once you enter. There is also a slight incline on the way in.



The width of the visitor area of the Stillhouse is 57".

The final part of the tour takes places in the Tasting Room. To get to the Tasting Room the visitors move from polished concrete to a hard, woven carpet.



THE TASTING ROOM



The tasting takes place at a low table; chairs can be removed to make space for wheelchair users. Tables are 28.75" or 730mm from the ground. Chairs are pulled out in advance of arrival as standard. The tasting is of three single malts given in small, whisky glasses. Plastic is available if preferred. Non-drinkers are treated to Scotland's other national drink, Irn Bru. Guests can keep their glass as a gift.

To exit the Tasting Room there is a second lift. The door has a width of 36" or 914mm and a depth of 55" or 1397mm. This lift has a mirror and grab rails to either side. This lift can fit 1 wheelchair user and 1 other person standing. There are also stairs to the shop with karndean flooring and gold coloured metal ridging. There are 22 stairs in total, two sets of 11.



TOILETS

There are accessible toilets on the ground and first floors. The ground floor toilet also features baby changing facilities. Both WCs are in a large room with plenty of space to manoeuvre a wheelchair.



The door to the toilet is 36.25" or 927mm wide and opens towards you. If facing the door, the toilet is accessed from right hand side. There are vertical grab rails to the right of the toilet and one horizontally

positioned on the left. There are two vertical grab rails either side of the sink.

THE CAFE

Further details on the menus can be found at:

<https://www.theclydeside.com/cafe>

The cafe is on the ground floor, at the same level as the shop and all flooring is level. The flooring in the café is karndean. On arrival guests will be greeted and staff will always give table service. The tables are 28.75” or 730mm from the ground and 27.5” or 699mm wide. The space between tables is quite wide. The menu is freshly prepared using locally sourced, seasonal



ingredients thus necessary adaptations to the menu can often be made. We do not take bookings for tables in the cafe. Our everyday menu includes some vegetarian, vegan and gluten free options. Drinks are served in glass as standard however we have plastic children's cups as well as plastic stemmed cups for adults. For any guests who may have trouble reading the menus we offer magnifying glasses or sheets to use on the menu. Our crockery is white.

ADDITIONAL INFORMATION

Dogs

We welcome any assistance dogs. We have a water bowl available for assistance dogs behind the desk, just ask a member of staff.

Staff

We pride ourselves on our attentive and helpful staff - so if you have any doubts feel free to ask any of us for help or advice. Our staff have undertaken the Visit Scotland Accessible Tourism Training and all our staff are trained in using the Evacuation Chair as standard. In addition, all of our guiding staff speak a second language.

There are also a number of trained first aiders at The Clydeside Distillery.

Changing Places

Our nearest Changing Places toilets are in the SSE Hydro and Kelvin Hall

Smoking

Visitors to the Clydeside Distillery are asked to keep smoking to the designated area outside of the distillery.

Fire Alarm

The fire alarming is a klaxon . The guests must make their way to the nearest emergency exit and will most often be guided there by staff.

Contact Information

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TABLE OF INFORMATION

LOCATION	DOOR WIDTH	FLOOR	LIGHTS	OTHER
Front Access Door	41.5"	Polished concrete	Spotlights	Height to the button is 42"
Doors to AR	53"	Polished concrete	Spotlights	Air conditioning noises + AR video (which has subtitles)
Lift at AR Room	35.5"	Karndean	Brightly lit	Depth 57.5". Press and hold buttons, will be operated by tour guide. Enough room for wheelchair user and 2 other standing people. Has grab rails.
Tower	36"	Chequer plate	Windows and spotlights	22 steps, set of 4 and then three of 6.
Blenders -> MM	51"	Karndean		
MM -> Concourse	30.75"	Karndean leading to polished concrete	Bright; spotlights + window	
Concourse -> 8 stages room	72"	Polished concrete to karndean	Bright spotlights	

8 Stages Room -> Mash-house	36"	Karndean to chequer plate		
Mash-house -> Mill	36"	Concrete	Well-lit	Noisy because of mill
Mash-house concourse	54"	Chequer plate	Well-lit	Noisy because of distillery noises
Mash-house -> Still-house	36"	Chequer plate	Well-lit	Slightly raised covering over doorway, about 3mm. The corner into the still-house is tighter than other corners the space for customer use is 57"
Still-house		Chequer plate	Well-lit w/ windows	Width of visitor space: 57". Flashing light under the grill floor
Still-house -> Stairwell	36"	Chequer plate	Well-lit	
Stairwell -> Concourse	36"	Chequer plate	Well-lit	
Concourse -> Blenders	37"	Polished concrete to carpet		
Upstairs Accessible Loo	36"	Polished concrete to lino	Overhead light, well lit	A large room, enough space to manoeuvre a wheelchair. If facing the door, toilet accessed

				from right hand side. Vertical grab rails on your left and one horizontal to the left. Two vertical grab rails either side of the sink.
Downstairs Accessible Loo	36"	Polished concrete to lino	Overhead light, well lit	Same as above but with baby changing facilities.
Lift at Concourse	36"		Overhead light, well lit	Depth 55". Has a mirror. Can fit wheelchair user and 1 other person. Has grab rails.
Tasting room		Carpet, thin	Softer lighting, spotlights	Here there are tables and chairs. Tables are 28.75" from the ground. Chairs are pulled out in advance of arrival as standard. Whisky is served in small, curved nosing glasses.
Stairs at gift shop		Karndean, with gold metal edge	Spotlights, softer lighting	22 stairs in total, two sets of 11.
Cafe	Very wide	Karndean	Windows and spotlights	Tables are 28.75" from the ground and 27.5" wide. The space between tables is

				quite wide. Staff will always give table service.
Shop	Very wide	Karndean	Spotlights, quite well lit	There is ample space between gondolas in the shop. There is a lower, accessible section of the desk to serve customers who may be using a wheelchair. Staff will take visitor's coats as standard.