



# Speyside Cooperage

## Accessibility Policy

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## 1. Accessibility Plan

This Accessibility Plan serves Speyside Cooperage (SC) Visitor Centre (VC) from April 2016.

### 1.1 Introductory Statement

SC is committed to providing an environment which values and includes all visitors and staff regardless of any educational, physical, sensory, social, spiritual, emotional and cultural needs. We are committed to a positive attitude towards disability and accessibility and to offering a culture of awareness, tolerance and inclusion.

## 2. Background

SC initially opened in 1992 and has grown considerably in size since to the venue it has now become with additions through the years of more visitor provisions.

### 2.1 Layout and Facilities

SC occupies a large landscaped outdoor area which has oversize casks which can be used for picnics, flanked by two vehicle parking areas. The gift shop leads to the coffee shop which in turn leads to an outdoor decking area. The actual visitor centre itself is attached to the Cooperage factory and is laid over two floors with 15 steps separating the lower reception area from the viewing gallery. Visitor toilets are located centrally between the visitor centre and the coffee shop. Disabled parking spaces are at the side of the gift shop.

## 3. Current Provisions

There is good provision already in place throughout the VC to support visitors who need assistance.

### 3.1 Visitor Centre

Access to reception is available through a ramp access which approaches automatic doors. Hand rails are also in place. Once inside access is on one floor through into the mini cinema. If a visitor is unable to manage the 15 steps up to the viewing gallery, they can remain in the reception area where they will be seated at the live video link point where they can use the camera and zoom to watch what is happening whilst accompanied by a guide who will explain the processes. A wheelchair is available at reception.

For visitors with impaired hearing we offer them a complimentary DVD of the film which has subtitles in 5 languages. Currently under installation is an infrared audio system; an increasingly popular alternative to an induction

loop system. Visitors with impaired sight are offered a more tactile approach where we let them handle and smell some of the components.

### 3.2 Gift Shop and Coffee Shop

Access is on one even floor and the door is automatic. Aisles in the Gift Shop are spacious enough for wheelchair access and lead through to the Coffee Shop which is on one level with access to an outside decking area. The Coffee Shop carries Gluten Free, Vegetarian, Low Carb and Fair Trade products. A high chair is available.

### 3.3 Washroom Facilities

Both Gents and Ladies washroom facilities have baby changing facilities. The disabled toilet has an alarm system in case of emergency.

### 3.4 Car Park

Car Parking is split in sections; one for coaches and large vehicles, one for cars, a coach turning point and there are 5 disabled parking bays to the side of the Gift Shop. Ample space beside the coach turn point means less able bodied visitors can be dropped right at the entrance. There are two flat surface walkways from the car parking which offer access to the centre avoiding the traffic areas.

## 4. Training

SC adopts a policy to be proactive regarding accessibility for all visitors. Whilst physical aides are in place training and guidance has been implemented to increase staff awareness of the practical and emotional impacts of any disability or impairment.

All full time VC staff have completed the Sensory Awareness training programme which was tailored specifically to the VC. The VC manager also completed Visit Scotland Accessible Tourism for Managers programme.

## 5. General Information

Postcode for directions and Sat Nav devices is AB38 9RS

We are serviced by the no 36 bus route which runs between Elgin and Dufftown  
Elgin Train Station is 12 miles away on the A941

Grid Reference NJ 29226 44216

Easting 329226 Northing 844216