



Distillery tour Covid-19 precautions

The health, safety and well-being of our guests and employees is our key priority at Chase Distillery. We have been monitoring guidance given by government authorities and have taken all precautions possible and will continue to review these. We have summarised below our new procedures, please read these prior to your visit to help keep everyone safe.

- If you are feeling unwell prior to your distillery tour, please do not attend. We are more than happy to postpone your tour for an alternative date when you are feeling better.
- Please do not attend a distillery tour if you have been in close contact with someone suspected to have COVID-19 within the last 14 days.
- Guests travelling from a high risk area, we ask that you only attend the tour with people you live with (or in your support bubble). If you'd like to postpone your booking for a future date, we would love to welcome you or alternatively we can issue a refund.
- Guests travelling from a very high risk area we are currently unable to facilitate your booking. We would love for you to visit us on a revised date of your choice or alternatively we can issue a refund.
- Face masks are compulsory – please bring your own alternatively we will give you a disposable mask (gloves will also be available to use). Your tour guide will be wearing a visor throughout the tour.
- It is a requirement that we keep a record of everyone who has attended for test and trace purposes, this will be held for 21 days. In addition, we have a NHS test & trace QR code available for you to scan in.
- We have increased the frequency of our daily cleaning and we will be cleaning the tours area in between each tour appropriately.
- On arrival and frequently during the tour we do ask you to use the sanitiser provided and please avoid touching any surfaces unnecessarily.
- Please arrive for your tour no earlier than 10 minutes before. This is to limit the amount of people on site at any one time. Once you have arrived please make your way over to the covered area in front of the distillery. If you could please sit on a vacant table provided. Once your tour is due to start you will be greeted by your tour guide who will explain the procedures you will need to adhere to whilst on site.
- We ask that you always remain two meters from staff and other guests on the tour not in your group, there will be markers & signage to help you with this.
- During your visit you will get the opportunity to taste some of our delicious range of spirits, these will be provided in disposal cups. At the end of the tour you will be asked to sit at a designated table for your individual party where the tour guide will provide a tutored tasting with the pre-arranged spirit samples.
- If you wish to make purchases at the end of the tour, we are encouraging our guests to utilise card contactless payments where possible.

The safety and well-being of our staff and all of our guests is our number one priority, in the unlikely event if our staff feel our procedures are not being followed and someone is putting others at risk, they have the right to ask the individual to leave the site.

Should you have any questions you wish to clarify before your visit please contact us. We look forward to seeing you very soon here at the distillery.

Many thanks,

Chase Tours Team