



# Speyside Cooperage

## Accessibility Policy

### Updated 15.08.23

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## 1. Accessibility Plan

This Accessibility Plan serves Speyside Cooperage (SC) Visitor Centre (VC) from August 2023.

### 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 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 is flanked by two vehicle parking areas. The visitor centre is attached to the Cooperage factory and is laid over two floors with 15 steps separating the lower reception area and gift shop from the viewing gallery and cinema room.

Visitor toilets are located to the left of the main entrance. Disabled parking spaces are at the side of the offices.



### 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 the reception area and gift shop is available through a ramp access which approaches automatic doors. Handrails are also in place. If a visitor is unable to manage the 15 steps up to the cinema room and viewing gallery, they can enjoy our separate viewing room. The room is equipped with a 108" screen which shows the film and afterwards switches to a live video link point where the camera can zoom around the workshop floor to watch what is happening whilst accompanied by a guide who will explain what the coopers are working on that day. A wheelchair is available at reception. The film has subtitles.



The room is furnished with casks housing various raw materials and coopers tools for a more immersive experience. There is also touch screen display information on products and processes.



### 3.2 Washroom Facilities

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



### 3.3 Car Park

Car Parking is split in sections; one for coaches and large vehicles, one for cars and there are 5 disabled parking bays to the side of the office building which is near to reception. There are two flat surface walkways from the car parking which offer access to the centre avoiding the traffic areas. There is an electric car charging point in the large vehicle car park.



#### 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