

# BEEFEATER<sup>®</sup>

## LONDON

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COVID19: PROTECTING OUR GUESTS AND EMPLOYEES

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At Beefeater Distillery our mission, alongside making the world's most awarded gin, is to create truly memorable experiences and convivial moments for our visitors, and we place the **utmost importance on the safety and wellbeing of our guests, employees and our community.**

Whilst restrictions have been lifted on 19th July 2021, we will continue to implement a range of new health and safety measures that seek to reduce the risk associated with the presence of COVID-19 that are in line with government advice and the requirements of local health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive at our distillery, and others require consideration from guests to help ensure **everyone has a fantastic and social experience whilst also feeling safe and respected.**



# KEY INFORMATION



**We thoroughly urge guests to continue to wear a face mask** in our shop and during their tour in order to protect other guests, our employees and our community.

We have disposable masks on site should you wish to obtain one

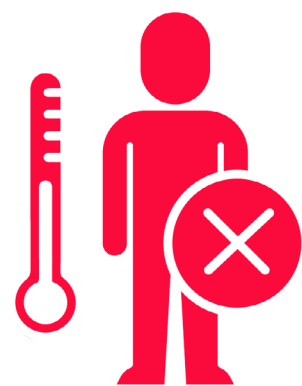


We kindly ask all visitors to our shop and experiences to **sanitise or wash their hands upon arrival.**

We have multiple hand sanitiser stations throughout our experiences for guests to use at their convenience.

**WE APPRECIATE YOUR UNDERSTANDING AND  
CO-OPERATION WITH THESE MEASURES.**

# BEFORE YOU ARRIVE



## COVID-19 SYMPTOMS

We politely request that you refrain from visiting our distillery should you **start displaying any of the symptoms** associated with COVID-19. Please contact us should you need to amend your booking.



## CONTACTLESS

We are now a cashless site. Please be ready to make on-site payments using a **bank card**.



## BOOK ONLINE

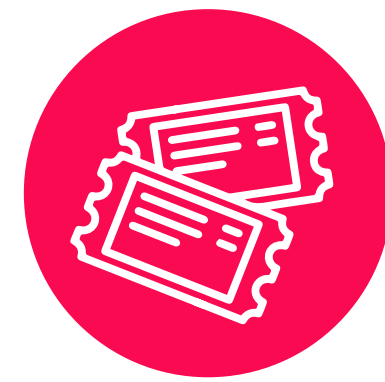
Please make sure you have made your **booking online** or by telephone as our tours will be by **appointment only**.



## SOCIAL MEDIA

Before leaving home, please **check our website and social media pages** for the latest information and opening times.

# ON ARRIVAL AT OUR DISTILLERY



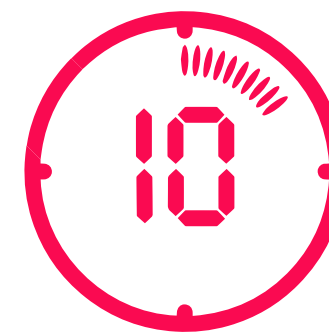
## TICKETS

We have **reduced the daily ticketed capacity of our distillery** and have reduced the capacity per tour to allow for physical distancing and the best possible guest experience.



## SIGNAGE

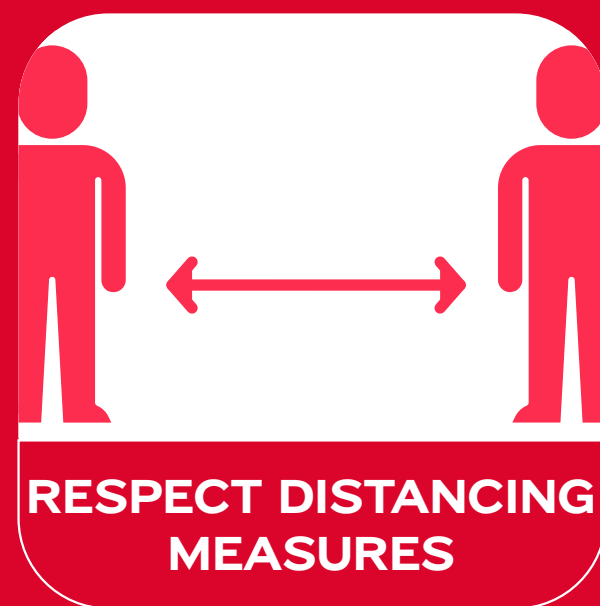
Guests will notice **new information signage** informing them of key safety messages and instructions.



## CONGESTION

To maintain social distancing and avoid congestion please arrive no earlier than **ten minutes prior to your tour**, as we cannot allow entry prior to this time.

# SOCIAL DISTANCING MEASURES AT THE BEEFEATER DISTILLERY



We continue to apply some changes to our standard operating protocols to allow guests to comfortably distance from each other.

Guests may still see some signage in place representing 2 metres distance. We ask that visitors still respect other guests' personal space and to use common courtesy where needed to allow everyone to enjoy their experience.



Our **hygiene screens** remain in place at our service counter to help limit close contact between guests and employees.

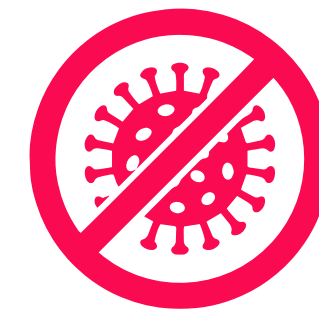


# HYGIENE & DISINFECTION MEASURES AT THE BEEFEATER DISTILLERY



**ENHANCED  
CLEANING**

We continue to apply **enhanced cleaning** measures throughout the day, which seek to disinfect high-frequency touch points, such as tables and chairs, taps, handles, interactive screens, handrails and service counters.



**TRAINING  
PROGRAMMES**

Our employees now participate in **COVID-19 specific training programmes** instructing them how to stay safe as well as how to keep our guests safe.



**DEEP  
CLEANING**

Our policy remains in place regarding **deep cleaning** measures in the event that a person presents themselves with symptoms consistent with COVID-19.



**PLAY YOUR  
PART**

As with our employees, we politely request that all our guests **uphold the highest possible hygiene standards** –whether it be when sneezing or coughing, through regular hand washing or the frequent application of hand sanitiser.



**WASH OR  
SANITISE HANDS**

We have introduced a large number of **hand sanitiser dispensers** around the experience for guests to use.



**PPE**

Guests will continue to see our employees adhering to **Personal Protective Equipment (PPE)** requirements for a range of activities that they routinely perform. These include face masks, disposable gloves and hand sanitiser. The use of such equipment and clothing by our employees is both to protect them and our guests.



We hope that the continued implementation of these health and safety measures provide our guests with confidence and eagerness to come and experience the spirit of London at our distillery.

These are unprecedented times for all communities around the world, and whilst every effort is being taken to protect the safety and wellbeing of our guests, everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

We thank you for your custom and understanding.

**We look forward to raising a glass of Beefeater and tonic with you!**

