



# WILLIAM GRANT & SONS

INDEPENDENT FAMILY DISTILLERS SINCE 1887

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*The valley William so carefully chose, the century-old traditions, and the warmest of welcomes remain unchanged to this day.*

## OUR TERMS

### I. General

In these terms, “you” means all persons named on the reservation. By making a reservation, the “lead passenger” named in the booking will be deemed to have accepted these terms on behalf of all persons within the booking.

**What these terms cover.** By reserving a tour, you agree that these terms form the basis of your contract with us, and you agree to be bound by them. All reservations are subject to your acceptance of these terms. Please read these terms carefully and contact us if you have any queries.

**Who we are.** We are William Grant & Sons Distillers Ltd, a company registered in Scotland under registration number SC134248 and our registered office is at The Glenfiddich Distillery, Dufftown, Banffshire, AB55 4DH.

**How to contact us.** You can contact us by telephoning us at T: +44 (0) 1340 820 373 or by writing to us at [Glenfiddich.bookings@wgrant.com](mailto:Glenfiddich.bookings@wgrant.com) .

**How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking form.

### II. Our contract with you

**How to book a tour.** You can book a tour of the Glenfiddich Distillery by navigating to the “Visit the Distillery” section of our website [www.glenfiddich.com/book-tour](http://www.glenfiddich.com/book-tour) and selecting which tour you require from a range of tours available. On clicking the “Book now” button, you will be asked to select the date, time and number of places required. Following this, select “continue booking” to proceed. You will be asked to enter your contact details and billing address. Please read and check the order summary carefully and if happy, please select “proceed to payment”. If any amendments are required, you can select “change booking” before proceeding to payment.



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**Payment.** You will be able to pay for booked tours using Visa, Mastercard or Maestro. Once you have submitted your payment details, the order will be placed. You may be asked to answer additional security questions by your card issuer.

**Booking confirmation.** Once the order has been completed, you will receive an email to confirm this. At this point a legally binding contract will be in place between us and you.

### III. Our tours

All tours are sold subject to availability.

#### Some housekeeping rules.

- ✓ For your safety whilst on site, please comply with all our health and safety instructions at all times.
- ✓ Enjoy our products sensibly, do not drink and drive.
- ✓ Photography is not permitted in the Distillery warehouses. Our guides will indicate when it's ok for you to take pictures during the tour.
- ✓ Do not bring any dangerous or hazardous items to the Distillery and remove such items promptly when requested to do so by us or a member of our staff;

Any special requests should be notified to us at the time of booking. We will try to accommodate your request.

Please arrive and be ready to start your tour on the date and at the time given (we recommend arriving 15 minutes before the start time). We will be entitled to refuse access to the tour to anyone who arrives more than 5 minutes after the tour has commenced.

### IV. The price

The price of the tour will be stipulated on the website. The price is inclusive of VAT.

The total purchase price, including VAT will be displayed in the order summary prior to you confirming the order, as described above. Tickets must be paid for on our website at the time you make a booking.

Following the receipt of the booking, we will confirm by email the details of your booking and the price.



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## V. Your rights to change or cancel your booking

**Change booking.** If you wish to change any part of your confirmed booking, you should inform us as soon as possible. We will do our best to assist you, but we cannot guarantee that we will be able to meet your request.

**Right to cancel.** If you cancel a booking up until 5 working days prior to your tour commencing we will refund the full cost of your tour. If you cancel a booking with less than 5 working days prior to your tour commencing, your payment will not be refunded.

We will make the refund without undue delay, and not later than 14 days after the day on which we are informed about the decision to cancel the reservation.

We will make the refund using the same means of payment used for the initial transaction unless expressly agreed otherwise.

In all instances, notification of changes or cancellation **must be made in writing** to us and will be effective on the date this is received by our reservations department. Any cancellations or alterations to your bookings should be addressed to [Glenfiddich.bookings@wgrant.com](mailto:Glenfiddich.bookings@wgrant.com) .

## VI. Our right to change or cancel your booking

**Changes to the tours by us.** In the unlikely event that we are required to significantly cancel or alter a material part of your tour, we will notify you of this as quickly as possible to let you decide how you wish to proceed. If we do this, you will be able (i) to take an alternative tour of equivalent quality if we are able to offer that, (ii) to take a substitute tour of lower quality if we are able to offer that (in which event the difference in price between the original and the substitute tour will be refunded to you); (iii) to reschedule your tour to a date that is suitable to you; or (iv) to cancel your booking and obtain a full refund of all monies paid by you.

**Cancellation of the tour by us.** We may also cancel your booking under the following circumstances:

- a. You break any of these Terms;
- b. If the visitor centre or any part of it is closed due to circumstances outside of our control; or
- c. If we think that you and/or your event might have a negative impact on our reputation (or the reputation of our brands) of you and/or your event may cause damage to the Distillery.

In such an event, we will refund all payments made by you to us but will have no further liability to you.



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**We are not responsible for changes or cancellations outside our control.** Notwithstanding anything contained in these terms, we will not have any liability to you for any loss, inconvenience or damage if we are prevented from providing the tour (in whole or in part) as a result of any circumstances which are out with our control, including:

- a. Strikes or other industrial action or dispute;
- b. Fire, explosion, flood or accident at or near the Distillery;
- c. Collapse of buildings;
- d. War or threat of war, terrorist activity or the threat of terrorist activity;
- e. Civil commotion, riot or unrest or dispute or commotion;
- f. An act of God including adverse weather conditions or natural disasters;
- g. Road conditions or road closures; or
- h. Legal action against us, not resulting from our negligence, which prevents us from providing the tour.

## VII. Liability

We will be liable to you for injury to persons or loss or damage to property only where we have been negligent but otherwise will be under no liability to you whatsoever.

We exclude liability to you for:

- a. losses that were not foreseeable to both you and us when your booking was confirmed by us; and
- b. losses that were not caused by any breach of these terms by us.

We do not accept any responsibility for items lost or stolen whilst on tour.

## VIII. Complaints

**How to tell us about problems.** If you have any questions or complaints about the tour, please contact us.

You can write to us at [Glenfiddich.bookings@wgrant.com](mailto:Glenfiddich.bookings@wgrant.com).



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## IX. How we may use your personal information

We will only use your personal information as set out in our [Privacy and Cookies Policy](#).

## X. Other important legal provisions

**Which laws apply to this contract.** These terms are governed by Scots law and any disputes will be heard by the Scottish courts.

If any of these terms are determined to be invalid, unlawful or unenforceable, that term will be severed from the remaining terms (which will continue to be valid to the fullest extent permitted by law).