



Jackton Distillery Access Guide 2026



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Using this Document

This document is an access guide which describes the facilities and services available to visitors at Jackton Distillery.

Jackton Distillery is a single malt Scotch whisky distillery and visitor attraction which offers tour experiences, a bar, accommodation, and a gift shop.

The facilities provided for visitors to Jackton Distillery are generally accessible for wheelchair users and those with specific access needs. The rest of this document will describe the accessibility of the facilities in more detail.

If you require additional information, please contact our team who are happy to assist.

This document is available in an audio format on request.

About Us

Location

Address: Jackton Distillery, Hayhill Road,
Glasgow, G74 5AN

what3words: //soup.demand.salt

Grid Reference: NS 58877 53267

Latitude and Longitude: 55.752136,
-4.250101

Contact Details

Web Address: <https://raer.co.uk/>

Phone number: +44 1355 202590

Email address: enquiries@raer.co.uk

How to Reach Us

Jackton Distillery is located in the village of Jackton, which is between the towns of Eaglesham and East Kilbride, in the West of Scotland.

The area surrounding the distillery is mainly farmland and housing. There are no grocery shops or restaurants in Jackton. The nearest shops and restaurants are in Eaglesham, 1.3 miles from the Distillery.

You can plan your journey to us using a travel planner such as Traveline Scotland (<https://www.travelinescotland.com/cms/home>) and entering your postcode and our postcode, which is G74 5AN.

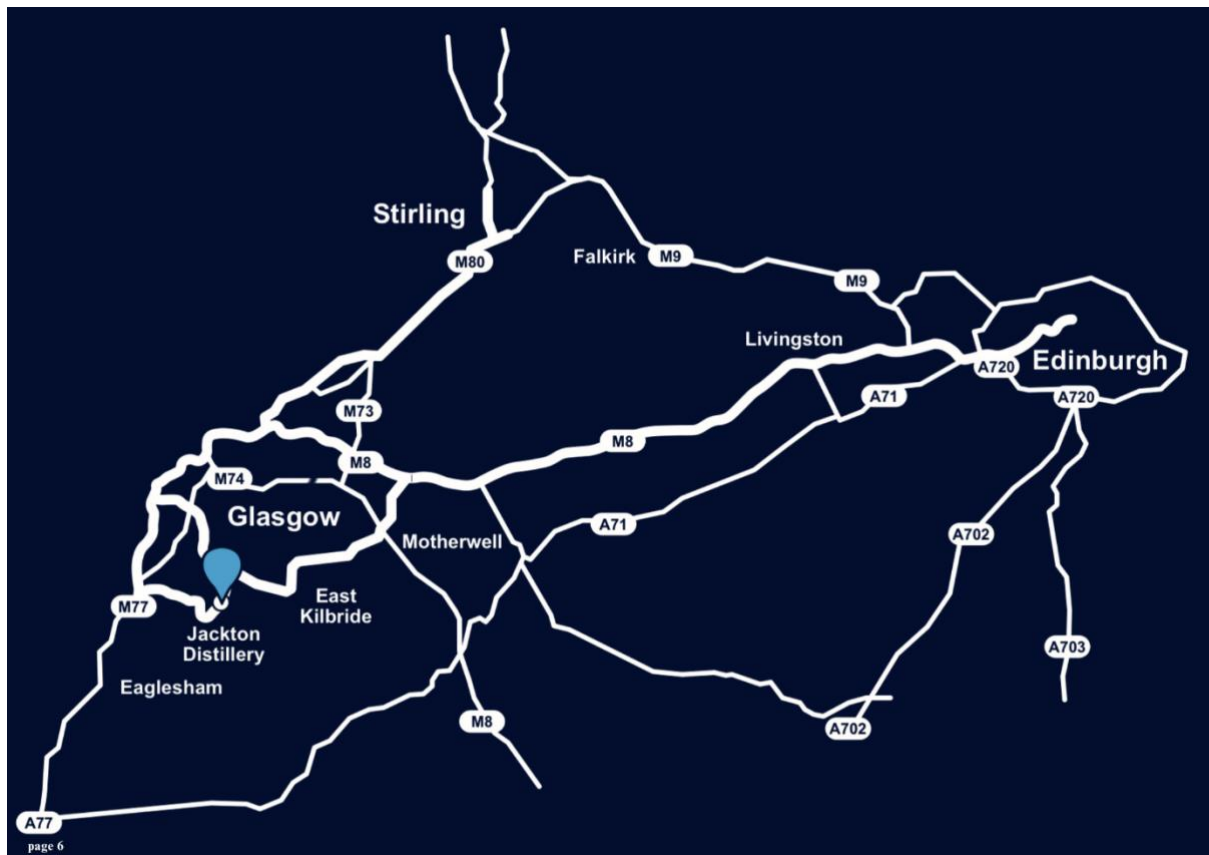
By Car

The distillery is a 25 minute journey by car from Glasgow city centre or from Glasgow Airport.

The Distillery is a 55 minute journey by car from Edinburgh city centre or from Edinburgh Airport.

The road outside the distillery is called Hayhill Road, and it is a single-track road with some passing places. There are no street lights on Hayhill Road. Because it is difficult to pass other cars on Hayhill Road, it is easiest to reach the distillery by turning off from Eaglesham Road rather than by turning off from Peel Road. Following this route means less time is spent driving on Hayhill Road.

Below is a simple map showing the part of Scotland around the distillery, to assist you in planning your car journey:



There are thirty-three public parking spaces at the distillery. Twelve of these are reserved for guests staying in the accommodation and twenty-one are for guests visiting the distillery, bar or gift shop.

There are two dedicated accessible parking spaces, which can be distinguished by the painted accessibility symbols on the tarmac. These parking spaces are the closest parking spaces to the distillery.



Parking at the distillery is free of charge. Each parking space is 450cm wide. At the entrance to the car park, to the right of the gate, there is an intercom which can be used to contact a member of staff for assistance.

The car park is lit at night. There are four floodlights at the side of the car park closest to the distillery.

The car park is on a level.

By Public Transport

The distillery can be reached by public transport by taking the train from Glasgow Central station to Hairmyres station, and then taking the 395 bus to Hayhill Road.

For information on the accessibility of Glasgow Central station please visit <https://www.nationalrail.co.uk/stations/glasgow-central/>. For information on the accessibility of Hairmyres station please visit <https://www.nationalrail.co.uk/stations/hairmyres/>.

By Taxi

Our local taxi companies are [Kelvin Kabs](#) and [EKTaxis](#). Kelvin Kabs can be contacted by telephone at [+44 1355 241212](tel:+441355241212), and EKTaxis can be contacted by telephone at

+44 1355 222324. EKTaxis offer wheelchair access vehicles.

Arrival

Guests can be dropped off at the front entrance to the Tasting Bar building, which contains our reception, bar, story wall, and gift shop. There is an 11 metre distance between the drop-off point and the entrance to the Tasting Bar, and there is a mild gradient.



You do not need to use an intercom or call button to enter the Tasting Bar. The main entrance to the Tasting Bar is on a level and there is no need for a ramp. There are two sets of doors at the entrance to the Tasting Bar, consisting of an exterior set of doors and an interior set of doors. When both doors are open, the entrance is 155cm wide.

The doors are manually operated. The bottom of each door is fitted with a door holder that can be pressed down to hold the door in the open position. The door has a slightly raised bottom lip.



There is always a member of staff present in the Tasting Bar to assist guests.

Inside The Tasting Bar

There are no stairs inside the Tasting Bar and everything is on the ground floor. The Tasting Bar floor is on a level. The floor is made from wood and the entrance is carpeted.

The Tasting Bar is well lit throughout. Low-level background music plays in the Tasting Bar. There can be background noise from other guests, depending on the time of day.

Reception

The Reception area and check-in desk is on the left of the bar. This is where guests will check-in to the tours or to the accommodation. There is always a member of staff here. There is plenty of seating around the Reception area.



The Reception counter is 110cm high. The tablet used for check-in can be moved, so the staff member can bring it to you.

There is no glass divide at Reception, therefore assistance can be given to those lip reading.

Bar

The bar runs along the back wall of the Tasting Bar. The bar top is marble. There are

tall bar seats all along the bar. The bar seats are 71cm high. The seats are not fixed.



Non-alcoholic drinks are available for purchase at the bar, including non-alcoholic beers, low & no cocktails, soft drinks, children's juice packs, and tea & coffee.

The bar does not serve food other than bar snacks. Information on the 13 recognised allergens is available at the bar.

Gift Shop

The Gift Shop is on the far left of the room. This area is 5.2m x 3.2m. Merchandise is displayed on shelves up to a height of 177cm. There are mirrors at the back of some of the shelves.



There are shopping baskets on the left of the shelves. The shopping baskets are made of cloth and wicker. The baskets are 25cm high and have a 40cm handle.

The prices are printed on paper signs next to each product using large print. The signs use high contrast colours. The Gift Shop is well lit.

There is step-free level access to the till. The counter is 110cm high. There is not a low-level counter. However, the till is portable and can be moved to a table instead of being used on the counter. The card machine is portable.

The Gift Shop accepts both cash and card payments. The payment networks that are accepted for card payments are Visa, Mastercard, and American Express. Contactless payments are accepted,

including those made through Apple Pay and Android Pay. Receipts are provided by email. Paper receipts are not provided.

The Snug

The Snug is to the far right of the room, and around a corner to the right. It is 4.1m x 4.25m. It is a slightly quieter area with less people passing through.



The Snug is open to the rest of the bar, but the area has a separate speaker for music on which the volume can be turned down or off if requested. The blinds in the Snug can be closed and the light levels reduced separately to the rest of the bar. There is a television in the Snug, but it is not usually in use when the Distillery is open to the public.

The tables in the Snug are made of wood and are 76cm high. The seats in the Snug are 47cm high. The seats are not fixed.

Toilets

The toilets in the Tasting Bar are located through a marked door to the left. This leads to a smaller corridor with three additional doors. This corridor is 3.6m long. The Male toilet is the first door on the right, the Female toilet is the second door on the

right, and the Accessible toilet is the door straight ahead. All doors are 79cm wide.

The toilets are well lit. The lights are activated by a motion sensor.

In the Male and Female toilets, the doors to the cubicles are 68cm wide. The doors open inwards. The height to toilet seat is 39cm. The height to the sinks is 84cm. The taps are lever-operated.

The Accessible toilet is 2.4m x 1.6m. The height to toilet seat is 49cm.

The lock on the door is twist-operated and the height to the lock is 93cm. The door opens outwards.

The emergency pull cord is to the left hand side when using the toilet. An alarm will sound in the Tasting Bar when the pull cord is activated. A staff member will then come to assist you.



There are horizontal grab rails on both sides of the toilet. The height to the rails is 73cm. The toilet is a right-hand transfer. There is clear space next to the toilet for a wheelchair and this space is 80cm wide. The height to the sink is 73cm. There are vertical grab rails on both sides of the sink. The tap is a lever-operated mixer tap.

There are baby changing facilities here. A change table can be provided on request. The height of the change table is 83cm.

Outside The Tasting Bar

The Patio

The Patio is behind the Tasting Bar. It is through the door to the left of the bar. The Patio can be reached in an alternative manner by leaving the Tasting Bar through the front entrance and then taking the path to the right side of the Tasting Bar, between the Tasting Bar and the Gardens.

The back door to the Tasting Bar is 74cm wide and has a 7.5cm high raised bottom lip. The alternative path leading to the Patio is 130cm wide and it is on a level.

The patio tables are made of metal and they are 72cm high. The patio chairs are 40cm high.

The Gardens

To the right of the Patio is the entrance to the Gardens. During normal opening hours,

the Gardens are closed to the public. When the Gardens are closed, there will be two whisky barrels blocking the entrance. The Gardens may be open if there is a special event taking place. A member of staff will be able to tell you if the Gardens are open or closed when you visit.

The floor in the Gardens could be gravel, grass, soil, or concrete. There are some areas of uneven ground in the Gardens.

The Distillery Tour

About The Tour

The Tour can be delivered as a public Tour or a private Tour. Private Tours can only be arranged in advance. If you are on a public Tour you will be on the Tour with other members of the public who are strangers. There are never more than 16 guests and a guide on a public Tour.

Essential companions go free when accompanied by a full-paying guest. The essential companion will not receive any samples on the tour.

A large print, high contrast version of the tour script and the information signage around the Tour route can be provided on request.

The Tour is delivered entirely in the English language, but written tasting notes can be provided in French and Spanish.

Floor surfaces on the Tour are made from various materials including tile, vinyl, concrete and wood. There are folding chairs placed at each stop on the Tour.

The Tour buildings do not have heating or air conditioning, so they can be hot in summer and cold in winter.

In total, the Tour takes between 50 minutes and one hour.

The Tour Route

The guide will lead the guests to the following areas in turn: The Story Wall, the Millroom, the Production Floor, the Lab, Bond No. 1. The guide will then return to the Tasting Bar where the Tour will end.

The Story Wall

The guide will ask all guests to move to our Story Wall on the right of the Tasting Bar to begin the tour. The Story Wall displays the story of the distillery's founding. The guide will take the guests through the story verbally.



Once the guide has told the story, they will also give the guests a safety briefing with important information about how to stay safe whilst in the distillery.

This section of the Tour takes about 10 minutes.

The Millroom

The Millroom is where the barley is ground into a mix of husks, grits and flour. The Millroom is 7m x 5.5m. However, in the centre of the room there is a large grain mill that takes up 5.3m x 2m of the space.

In the Millroom your guide may ask if any guests want to try to mill their own barley, using a small hand mill. If you wish to do so, they will ask you to put two scoops of barley into the top of the hand mill, and then turn the crank until the barley is milled down. This usually takes about 25 seconds. The hand mill needs quite a firm action to operate.

They may also ask if any guests want to use the shuffle box, which is a small wooden

box containing three layers of metal sieve. When shaken by hand, it separates the ground barley into three different parts, so that guests can see and feel the difference between the parts of the barley. Shaking the shuffle box fully usually takes about 12 seconds. It only needs to be shaken lightly.

In addition to this, the guide may ask if any guests want to eat some of the malted barley. If you wish to try the barley, it will be slightly crisp, dry and taste softly sweet.

The barley contains gluten, and is not suitable for guests with gluten allergies or coeliac disease.

There is never any pressure to volunteer for any of these interactive elements of the tour. You can always ask your guide to demonstrate the hand mill or shuffle box for you.

It can be difficult to turn a wheelchair or mobility scooter in the Millroom. The guide can bring the barley samples and shuffle box out of the Millroom area to show you. This section takes about 10 minutes.

The Production Floor

The production floor is a large, open area which contains the brew kit, fermentation vats and stills.



Guests should stay on the marked path when moving around the production floor. The path is marked using high visibility tape. The edges of the path are slightly raised and so care should be taken not to trip.

Guests are not allowed to climb any stairs or touch any of the distillery equipment.

At the stills, the guide may ask if any guests want to smell inside an empty cask. There is never any pressure to do this. The cask has a very strong smell of alcohol, vanilla, spices and apples.

Loud noises will be heard in and around the production floor if the Distillery is operational, including the sounds of the boiler, steam running through the system, and metal tools being used. Vehicles such as forklifts may also be heard driving outside of the distillery, including the sound

of horns and engines. If you would prefer to visit when the Distillery is not operational, or 'silent', please contact us in advance to discuss the best times to visit.

This section takes about 12 minutes.

The Lab

The Lab area is our food grade laboratory. It contains scientific equipment used by our distillers and a large collection of small bottles containing cask samples.

The area that the public can stand in is 8.5m x 2.6m. The Lab is on a level.

It can be difficult to turn a wheelchair or mobility scooter in the Lab. The guide can bring the cask samples out of the Lab area to show you, on request.

This section of the Tour takes about 6 minutes.



Bond No. 1

Bond No. 1 is one of our bonded warehouses. The area that the public can stand in is 4.7m x 7.3m. The rest of the warehouse contains casks filled with whisky. There is a metal chain between the front row of casks. Guests are not allowed to go past the metal chain.



The door to Bond No. 1 is 240cm wide and is closed and opened using a shutter. The shutter makes a moderately loud noise when it lifts. Lifting or closing the shutter takes 25 seconds.



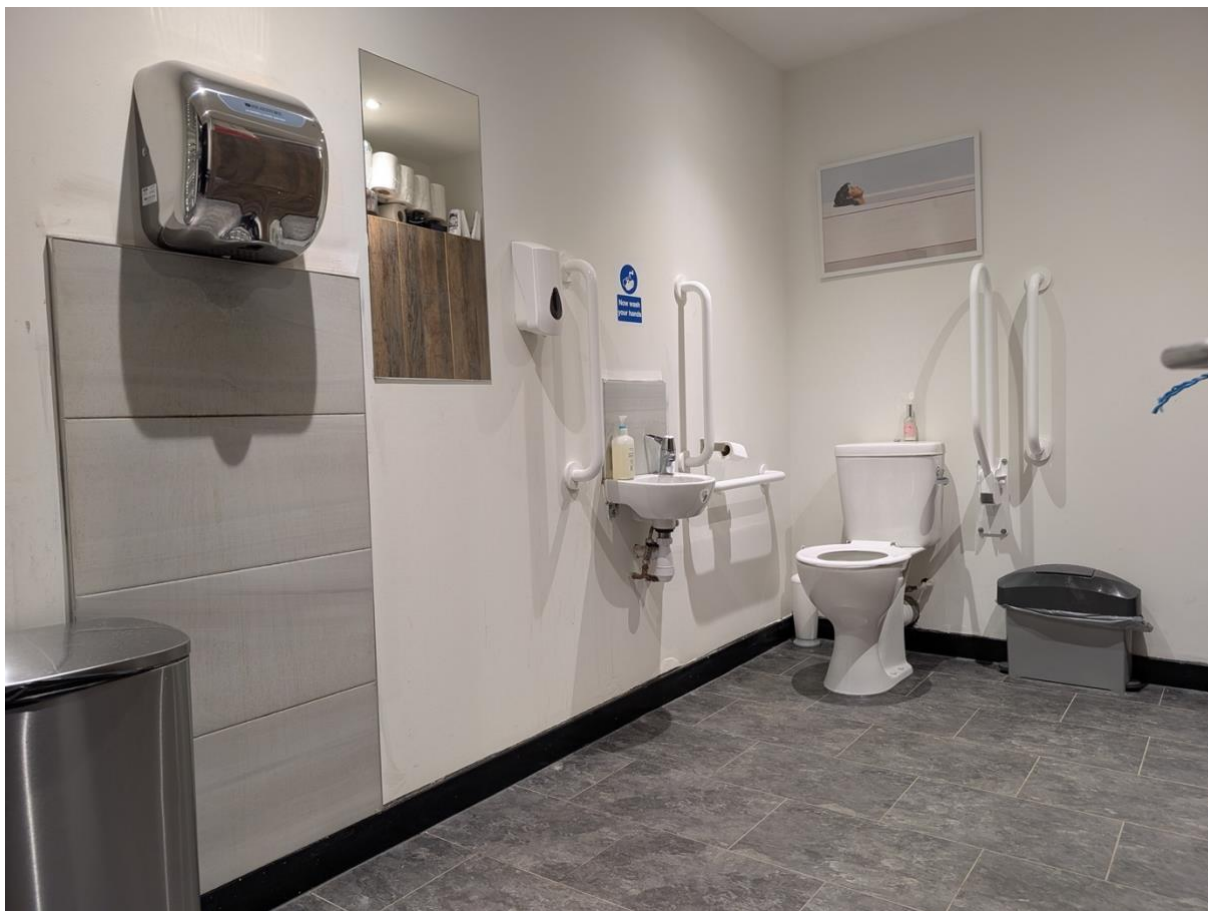
Because the whisky stored in the warehouse is evaporating into the air, the warehouse always has a strong smell of alcohol. This can be smelled up to 3 metres away from the door to Bond No. 1. When Tour guests are inside Bond No. 1, the shutter is always open and you can leave the room at any time.

This section of the tour takes about 7 minutes.

Toilets

There is an Accessible toilet in the Distillery. The toilet is next to the Production Floor on the Tour Route. The toilet is signposted pictorially.

The Accessible toilet is 3.2m x 1.6m. The height to toilet seat is 47cm. There are horizontal grab rails on both sides of the toilet. The height to the rails is 72cm.



The toilet is a right-hand transfer. There is clear space to the right side of the toilet for a wheelchair and this space is 90cm wide.

The height to the sink is 76cm. There are vertical grab rails on both sides of the sink. The tap is a lever-operated mixer tap.

The lock on the door is twist-operated and the height to the lock is 94cm. The door opens inwards.

There is no emergency pull cord in this toilet.

The Tasting

If your Tour experience includes a Tasting, then you and your guide will return to the Tasting Bar for the Tasting.

When you return, the Tasting Table will have been reserved for you and the tour party.

There will be between one and four sample glasses and a water glass in front of each place. Water jugs will be provided at the Tasting. You may sit in any available seat.

The Tasting involves nosing, smelling, and tasting alcohol. There is never any pressure to do this. Soft drinks are provided to non-drinkers.

The Tasting Table is made of wood and is 78cm high. The seats are 45cm high. The seats are not fixed. The Tasting Table is well lit.



The Tasting is performed with the group all together, which means you may be sat next to other members of the public who are strangers. Please let the guide know before the tour begins if you or any of your party will require a quieter area for your Tasting.

In total, the Tasting takes around 30 minutes.

The Accommodation

The Accommodation at Jackton Distillery is called the Jackton Distillery Steadings. The Steadings is made up of ten one-bed rooms and two two-bed rooms. There is one accessible one-bed room.

The rooms are not numbered. Each room has its own individual name which is clearly written on the external door to the room, and on the fob attached to the room key.



The doors at the entrance to each unit are 84cm wide. The interior doors are 75cm wide. Each room has a patio door, leading to a shared garden. The patio door is 76cm wide and has a 6cm high raised bottom lip. The patio door has blinds which are operated by a pull cord.

Outside each room is a shared terrace with artificial grass. The terrace is on a level.



The colour contrast between the external room doors and the wall is high. The colour contrast between the internal room doors and the walls is high.

The light switches in each room are 100cm high. Each room is well lit throughout.

Each room has a dedicated parking space. There is a kerb between the parking spaces and the pavement around the accommodation. The height of the kerb is 11cm. There is a lowered kerb to either side of the accommodation block. The height of the lowered kerb is 3cm.

Standard One-Bed Room

These rooms have a living area with a kitchenette, a bedroom and a bathroom. The measurements are based on an average room.

The living area has clear space of 3m x 2.9m. The kitchenette has clear space of 3.2m x 3.2m. The bedroom is 2.9m x 3.8m and there is 60cm between the bed and the wall. The bathroom is 200cm x 200cm.

The sofa in the living area is 40cm high. The sofa has armrests which are 57cm high.

The kitchen counter is 89cm high. The wall cabinets have shelves that are up to 188cm high. The refrigerator is on the ground and has shelves that are up to 50cm high.

The bedroom has a king sized bed. The height of the bed is 57cm. The space between the bed base and the floor is 40cm. The dressing table is 80cm high. The chair at the dressing table is 48cm high.

The bathroom has a shower. The shower head is fixed and is 216cm high. The control

for the shower is 125cm high. The bottom lip on the shower door is 9cm high.

Standard Two-Bed Room

These rooms have a living area with a kitchenette and hob, two bedrooms, and a bathroom.



The living area has clear space of 3.8m x 2.9m. The kitchenette has clear space of 3.25m x 2.9m. One bedroom is 3.7m x 2.7m

and there is 60cm between the bed and the wall. The other bedroom is 3.6m x 2.7m and there is 60cm between the bed and the wall. The bathroom is 270cm x 200cm.

The sofa in the living area is 39cm high. The sofa has armrests which are 57cm high.

There is a table in the living area which is made of wood and is 76cm high. The chairs are 49cm high.

The kitchen counter is 89cm high. The wall cabinets have shelves that are up to 177cm high. The refrigerator is on the ground and has shelves that are up to 54cm high. The hob is 90cm high.

Each bedroom has a king sized bed. The height of the bed is 57cm. The space between the bed base and the floor is 40cm. The dressing table in each room is

80cm high. The chair at the dressing table is 48cm high.

The bathroom has a door which rolls away. The door to the bathroom is 80cm wide.

The bathroom has a shower. The shower head is fixed and is 216cm high. The control for the shower is 125cm high. The bottom lip on the shower door is 9cm high.

The toilet is 44cm high. The sink is 92cm high.

Accessible One-Bed Room

There is one accessible one-bed room available. The name of the room is the 'Angel's Share' room.

This room has a living area with a kitchenette, a bedroom and a bathroom.

The living area has clear space of 3m x 2.9m. The kitchenette has clear space of 3.2m x 3.2m. The bedroom is 2.9m x 3.8m

and there is 60cm between the bed and the wall. The bathroom is 200cm x 200cm.

The sofa in the living area is 40cm high. The sofa has armrests which are 57cm high.

The kitchen counter is 89cm high. The wall cabinets have shelves that are up to 118cm high. The refrigerator is on the ground and has shelves that are up to 50cm high.



The bedroom has a king sized bed. The height of the bed is 57cm. The space between the bed base and the floor is 40cm. The dressing table is 80cm high. The chair at the dressing table is 48cm high.

The bathroom has a door which rolls away. The door to the bathroom is 80cm wide.



The bathroom has a wheel-in shower. The shower head is fixed and is 216cm high. The control for the shower is 125cm high.

The toilet is 44cm high. The sink is 73cm high.

There are no grab rails and there is no emergency alarm.

The Accessible Room must be requested at the time of booking.

In An Emergency

Fire

In the event of a fire alarm sounding, all staff and visitors on site will evacuate directly to the fire assembly point. The assembly point is to the left of the accommodation, on the far side of the car park from the Distillery. It is marked by a large green sign.



There are fire action notices at each fire alarm call point which describe what to do in the case of an evacuation.

Your guide will inform you whether there are any planned fire alarm drills at the start of your tour experience.

Medical Assistance

If you or any of your party require medical assistance, please inform a member of staff as soon as possible. There will always be a first aider on site. There are first aid kits in each area of the site. There is a quiet staff area in the Distillery building where we can administer first aid.

Our Staff

Jackton Distillery staff can be easily recognised because they will wear a hoodie, polo top or gilet with the word **‘RAER’** or the words **‘Jackton Distillery’** on the front. The hoodie or polo top will be coloured navy, white, or light pink. The gilet will be coloured blue.

Our staff are trained in accessibility awareness. You can always approach a member of staff for assistance, no matter what their role is on site.



Additional Information

Essential Companions / Carers

Essential Companions and Carers may join the Tour free-of-charge when accompanying a person with accessibility requirements. One free-of-charge place can be provided per one paying guest. These tickets must be pre-booked by emailing or phoning our team and are subject to availability. Alcohol samples are not provided for Essential Companions and Carers and must be purchased separately.

Wheelchairs and Scooters

The distillery tour and Tasting Bar have been designed to be accessible to wheelchairs and mobility scooters. Mobility scooters that use a charger with a standard three pin plug can be charged in our Tasting Bar.

Hidden Impairments

We welcome guests with hidden impairments. If you would prefer to schedule your visit at a quieter time, please let us know and we will advise when is best to visit.

We recognise the Hidden Disabilities Sunflower Programme. You can ask for a sunflower sticker at our Tasting Bar, which will let our staff know that you might need extra time or support during your visit.



You can borrow ear defenders from our Tasting Bar for use during your visit. When borrowing ear defenders, we require a returnable cash deposit of £10.00.

Assistance Dogs

We welcome assistance dogs to our Tasting Bar, Patio, and Accommodation. Water bowls and toileting areas for assistance dogs are available.

We regret that assistance dogs are not allowed on the Tour. This is because we are a food production site. No dogs of any kind are allowed in the production area of the site, including the Distillery and Bond.

If you travel with an assistance dog, please contact our team ahead of your visit. We can provide a sensory whisky tasting experience, held in our Tasting Bar, in substitution for our standard tour.

Large Print

All documents and menus can be provided in Large Print on request. You can borrow an A5 magnifier sheet from our Tasting Bar, which is suitable for magnifying smaller text on bottle labels or menus during your visit.

Hearing Loop / BSL

There is no hearing Loop on site. There are no staff members who are trained in British Sign Language. We do not have a Deaf Alert system.

Breastfeeding

We are a member of the Breastfeeding Friendly Scotland scheme. Parents are welcome to breastfeed anywhere on site. If preferred, a separate quiet space can be provided for breastfeeding. Staff are trained in breastfeeding awareness.

Mobile Signal

We ask that mobile phones are switched off or into flight mode when on the Tour.

However, if there is an emergency, you may switch your mobile phone back on to call 999.

Mobile signal can be poor in some areas, such as inside the Tasting Bar, because of our rural location. Staff in the Tasting Bar and in the Distillery have access to radios and landline phones in case of emergency.

Picnics

You are welcome to bring your own food.

Picnics can be eaten in the Tasting Bar or the Patio. No food or drink is allowed inside the Distillery or on the Tour.

After Your Visit

Feedback

We hope that you enjoy your visit to Jackton Distillery. We encourage feedback on our accessibility provisions and any other parts of your experience.

You can always email or telephone us to discuss what we are doing well, any improvements that we should make, and any innovations that we could introduce in the future.

You can also leave a review online on our [TripAdvisor](#) or [Euan's Guide](#) pages.

Nearby Attractions

Please continue to enjoy our local area by visiting some of our nearby attractions. The following links will take you to their online Access Guides.

- [The National Museum of Rural Life](#)

- [Whitelee Windfarm Visitor Centre](#)
- [New Lanark World Heritage Site](#)