



Home of Symphonia Spirits Tour - Terms & Conditions

Your commitment to us:

When you confirm your purchase, you are accepting that you agree to the following terms and conditions. Guests are expected to behave in an appropriate manner and failure to do so may result in exclusions for the tour, with no refund. The Woodlab Distillery promotes responsible drinking.

- The tour includes 2 alcoholic drinks and several alcoholic samples. Please factor this into your travel arrangements.
- Parking is free onsite; however, we are unable to facilitate overnight parking and will not accept responsibility for this
- You must be aged 18 years or over to attend a distillery tour. We reserve the right to request proof of photographic ID in line with the Challenge 25 policy
- Please bring a copy of your booking reference on the day of your visit
- Payments for tickets are non-refundable and tickets may only be changed or replaced at the discretion of the Woodlab Distillery
- Customers who fail to show for their tour will forfeit their tickets and cannot be issued a refund
- Any tickets purchased in advance are not valid in conjunction with any other voucher, promotion, special offer or package
- This is a working distillery. The tour path will go through several areas with different temperatures. If you are sensitive to these factors or need assistance, please do let us know in advance
- The tour path may have modifications to accommodate maintenance or other unforeseen circumstances at times
- Guests will receive a £5 gift voucher during the tour which they can use as discount to any of our 70cl bottles of gin online.
- Smoking or e-cigarettes are not permitted on site.
- Photography is not permitted in the tour areas
- From time to time, the Woodlab Distillery or other authorised parties may carry out photography and/pr video recording and/or other monitoring in or in the vicinity of the visitor centre and distillery which may feature visitors. By accepting these terms and conditions, you agree that the Woodlab Distillery or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever.
- Other than liability for death or personal injury resulting from the Woodlab Distillery's negligence, The Woodlab Distillery, its employees or agents shall not be liable for any loss or damage, direct or indirect, however arising, including without limitation any distress, inconvenience or anxiety caused during the course of any visit undertaken and/or during evacuation from the Woodlab Distillery.
- The Woodlab Distillery will not be liable in any amount for failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control including without limitation internet and communication outages, fire, flood, war or act of God.