THE BREHON
KILLARNEY

Access Statement / Access Guide

Summer 2018

ENAT
European Network for Accessible Tourism

UNIVERSAL ACCESS

The Brehon and Angsana Spa, Muckross Road, V93 RT22, Killarney, Co. Kerry, Ireland.
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The Gleneagle GROUP
The Gleneagle HOTEL & APARTMENTS
THE BREHON KILLARNEY
INEC KILLARNEY www.inec.ie
KILLARNEY CONVENTION CENTRE
scotts hotel
THE MARITIME HOTEL
Our Family of Brands

www.accessibletourism.org www.universalaccess.ie

Contents Page

Our services....4
Mission Statement....5
Staff Training....5
Where to find our information....6
Booking/Reservations....6
Visiting us....7
Map....8
Parking....8
Reception area / lobby....9
Moving around the venue....9
Signage....9
Corridors and access routes....10
Steps and stairs....10
Lifts....10
Public use accessible toilets....11
Baby-Changing Facilities....12
Accommodation / Guest rooms....12
Accessible guest rooms....13
En-suite Bathrooms (typical room with roll-in shower)....14
Restaurant / Breakfast Room....15
The Brehon Restaurant....15
Brehon Bar....16
Danú Restaurant....17
The Park Suite (Meeting Room)....18
Brehon Fitness Suite and Vitality Suite....19
Angsana Spa....19

At the hotel.....20
Customer service and safety.....20
Reception and room service.....20
Equipment as part of our services.....20
Assistance/guide dogs.....21
Evacuation and emergencies.....21
Accessible Transfers and Taxi.....22

This Access Statement aims to accurately describe the facilities and services that we offer all our visitors and guests and does not contain personal opinions as to our suitability for those who have access requirements. It was updated in May 2018.

If we have not covered your access needs in this document, please contact us Tel.: +353 64 663 0700, Fax: +353 64 663 0701 or Email: info@thebrehon.comand we will discuss your needs and offer our assistance where we can.

Orla Steinbeck, Group Access Officer, The Gleneagle Hotel Group

Our services

No matter where you are or how beautiful the backdrop – we believe you have to deliver outstanding, genuine service every day. This is what we do. Exceptional surroundings complemented by exceptional service... this is The Brehon Way.

The design and decorative inspiration for our award-winning hotel comes from our spectacular setting. The classical detailing of Killarney's stately home, Muckross House, inspired the exterior. While inside, the dappled light and rich green hues of Killarney's ancient oak forests instill a sense of calm.

Set on the grounds of Ireland's National Event Centre, this refined hotel is 2 km from Killarney National Park, and 4 km from walking tours of the 15th-century Ross Castle. Featuring marble bathrooms and bespoke linens, the polished rooms offer free Wi-Fi and flat-screens. Upgraded rooms have balconies and/or countryside views, and suites add sitting areas.

Breakfast and parking are complimentary. There's a chic eatery, an elegant bar, and a lounge for afternoon tea (fee). There's also a posh spa and a salon, as well as access to the indoor pool, gym and kids club at the neighbouring Gleneagle Hotel. Yoga is available.

A relaxing stay and a warm welcome await you at The Brehon, Killarney.

Mission Statement

Our mission is to become Ireland's leading leisure provider offering universal access for all. We believe everyone should be treated equally and in the Brehon everyone is our guest regardless of age, impairments or long-term health conditions, and so we have a welcoming environment for all. We recognise the importance of making our facilities, services, information and employment accessible.

We have committed to the ENAT World Tourism For All Quality programme and undertook the following website audit, audit of facilities and services, we have developed and are currently implementing our action plan, we have developed an access policy and developed this access guide with audited accurate information.

Staff Training

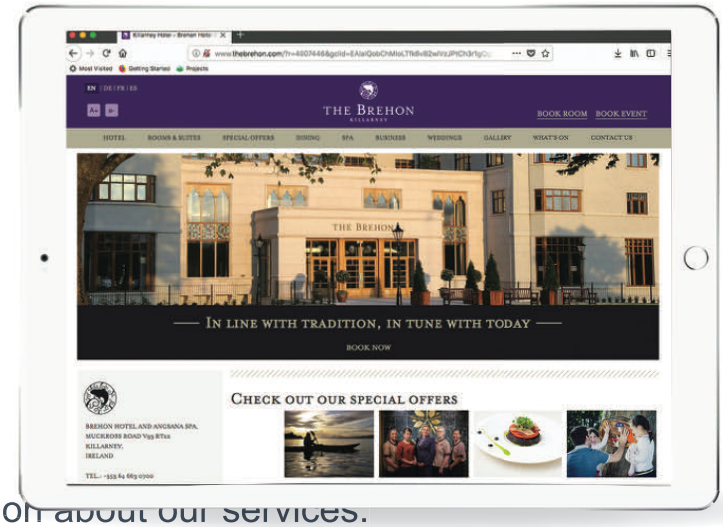
Our staff receive ongoing management and operations training on disability awareness, diversity and inclusion for all so we can offer the highest quality of service to all our guests and be a leading inclusive employer.

Our access and customer service policies

- Our personnel receive training in how to cater for visitors with disabilities or other access requirements.
- We are a Member of ENAT – The European Network for Accessible Tourism and have signed the ENAT Code of Good Conduct– the international commitment label for accessible service providers.
- We have been awarded the ENAT Quality Label, indicating that our premises,facilities, customer services and information meet universal access requirements.
- You can read our full Access Policy on our website

Whe formation

MEMBER OF ENAT European Network for Accessible Tourism



We provide information about our services:

- on our Website at http://www.thebrehon.com/
- as a downloadable PDF document
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by fax
- by E-mail

Contact our friendly and knowledgeable staff for any information you may require:

Tel.: +353 64 663 0700
Fax: +353 64 663 0701
Email: info@thebrehon.com

Booking/Reservations

To make a booking you can visit our Website **http://www.thebrehon.com/**
or you can call our reservations team on:
+353 (0)64 663 0700 and also **Gleneagle group 0646671550**

Visiting us

The Brehon is located on the Muckross Road (N71), on the left-hand side approximately 1km from Killarney town centre. The INEC concert and music venue is situated beside The Brehon.

From Cork take the N22 to Killarney, on reaching Killarney follow signs for Muckross Road N71, the hotel is on the left-hand side approximately 1km from Killarney town centre.

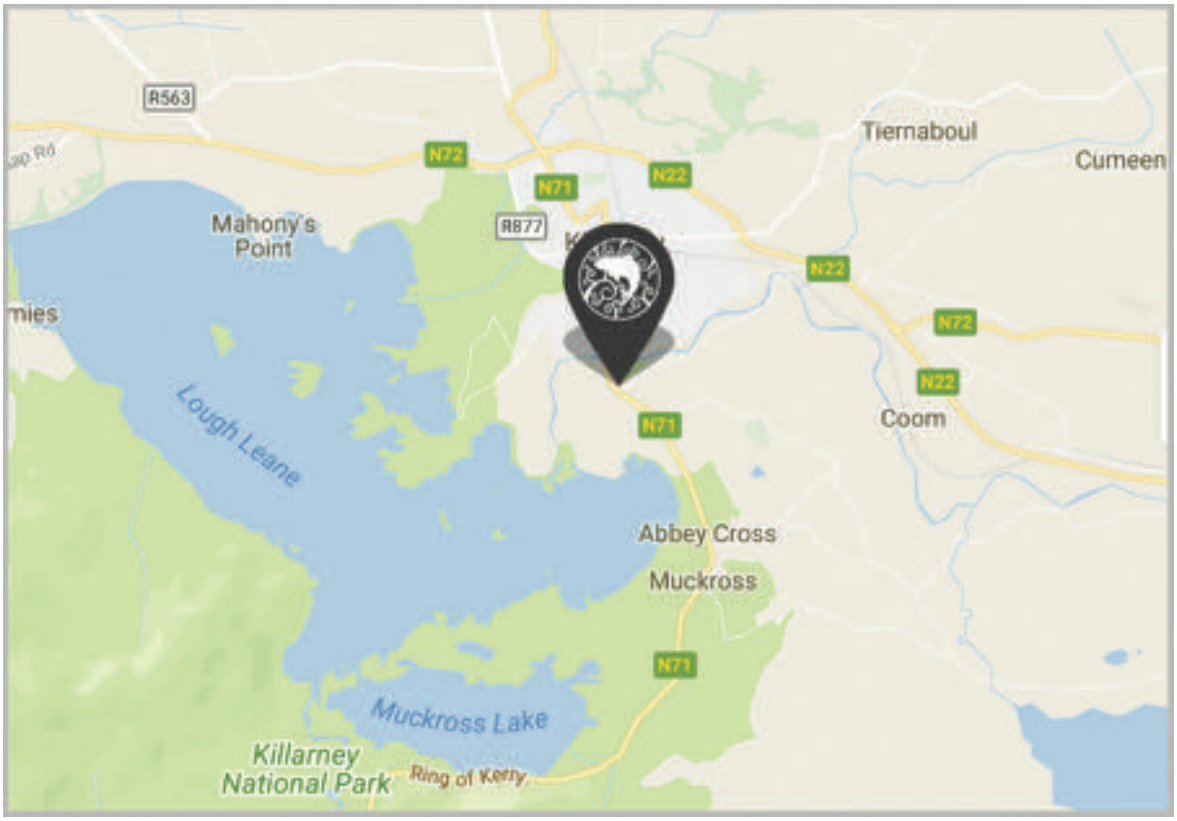
From Kerry Airport, take the N22 towards Killarney and follow the signs for the Muckross Road N71, The Brehon is on the left-hand side approximately 1km from Killarney town centre.

From Shannon Airport, take the N18 to Limerick, take the N21 to Castleisland, then take the N22 to Killarney and follow the signs for the Muckross Road.
If you are travelling by Train or Bus we provide a complimentary shuttle bus facility from Killarney Train Station for our guests. Our free shuttle bus meets every train from Dublin up to 5pm daily. The Bus is fitted with a ramp for children buggies, person using a wheelchair or anyone with mobility issues of all ages.

The approximate distance from bus and train station to the hotel is 1.8 kilometres. There is a drop-off point for passengers directly outside the main entrance.

The Gleneagle Shuttle Bus

Map



Brehon Hotel
GPS Coordinates: 52° 2’ 42.828’’ N 9° 30’ 17.712’’ W

Parking

- We have two marked accessible parking bays outside the hotel’s main entrance.
- The distance from the designated parking spaces to the main entrance is less than 40 metres, via a pavement with dropped kerb.
- The pavement surface is made of paving stones. It is smooth and step-free.

Main entrance

- The main entrance is reached directly from the pavement.
- There is step-free access via an automatic sliding door.
- The full opening width of the entrance door is 175 cm.

- There are safety markings on large glass doors or windows
- The entrance is well lit and covered.
- There is a night bell and intercom at a height of 149 cm.

Reception area / lobby

- The height of the counter is 100cm.
- There are tables and armchairs where wheelchair users and other customers may be checked in/out of the hotel if required.
- We have a Concierge desk in reception where guest services are provided.

Hotel Reception Area

Moving around the venue

Signage

- We have clear, legible signage to help you find you way easily and safely to

your room

- All our function rooms, the breakfast room, Brehon Restaurant , Brehon Bar and meeting rooms are clearly signposted.

Corridors and access routes

- There is step-free access throughout the hotel.
- The minimum width of doors in corridors and access routes is 150 cm.
- The floors of the corridors/access routes are carpeted or wood or polished stone.

Hotel Corridor

Steps and stairs

- There are staircases between floor levels. Stairs are equipped with handrails.
- Brehon Bar is on four levels, with step-free access to the Main Bar and Lower bar (via the lift). The upper and middle areas can only be reached by steps. There is waiter service at all tables.

Lifts

There are two lifts to all guest room and meeting room floors, affording easy access to all our customers.

- The clear opening width of the lift doors when fully open is90 cm.
- The internal floor dimensions of the lift cabins are:

Width 128 cm. x184 cm depth.

- The lift control buttons are at a height of 104 to 120 cm. above floor level.
- The lift control buttons are tactile (with Braille and raised numbers).
- The lift stops are announced visually and verbally and with a sound.

Hotel Lifts Doors Closed

Hotel Lift Door Opened

Public use accessible toilets

There is a public use accessible toilet on the Ground Floor, one in the mezzanine floor and one in the Angsana Spa.

The Ground Floor Accessible Toilet

- The toilet door clear opening width is 92 cm.
- There are support handrails beside the toilet.
- The height of the toilet seat from the floor is 48cm.
- The width of the floor space at the left side of the toilet is 28 cm.
- The width of the floor space at the right side of the toilet is 79cm.
- The length of the floor space in front of the toilet is 119 cm.
- The height of the free space from the floor to the underside of the washbasin is 63cm.
- The length of the floor space in front of the washbasin is 92 cm.
- The lower edge of the mirror is 77 cm above floor level.

- The toilet floor is tiled.
- There is an emergency pull cord alarm in the toilet.

Baby-Changing Facilities

Changing facilities for babies are available in each of the accessible toilets.

Located on the ground floor and 1st floor.
Height of changing table: 75cm
Width of entrance door: 94cm

Accommodation / Guest rooms

We have 120 guest rooms, of which 7 are suitable for people with disabilities.
All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hair dryer, Toiletries, Luggage rack, wardrobe and Room Safe.
All bathrooms are en-suite. Three bathrooms have roll-in showers. Four bathrooms have bathtubs.

Accessible guest rooms

The accessible rooms are located on the 1st and 2nd floors

Accessible Guestroom (number 113)

- The clear opening width of the guestroom door is 76 cm.
- The room has a thin carpet.
- The room key is an electronic card type.
- Single and double beds are available.
- Bed height to top of cover is 50 cm.
- Beds are on wheels and there is a free height under the beds of 18 cm.
- The free floor space at the side of the bed is 245 cm. and 62 cm. (Room 113)
- Free floor space in front of the bed (foot end) is 200 cm.
- The bed height is not adjustable.
- The wardrobe has a lower rail for clothes hangers at a height of
- Coffee and tea-making equipment is within easy reach from a seated position.
- The wardrobe rail height is 130 cm from floor level.
- Electric sockets and switches are at a height of 69 cm. above floor level.
- Guest rooms have a step to the balcony door, height 19 cm. Corridor width in room is 80 cm.
- There is lower spy hole in door is at a height of 110 cm and the higher one is

158 cm.

- There is an emergency alarm in the en-suite bathroom.

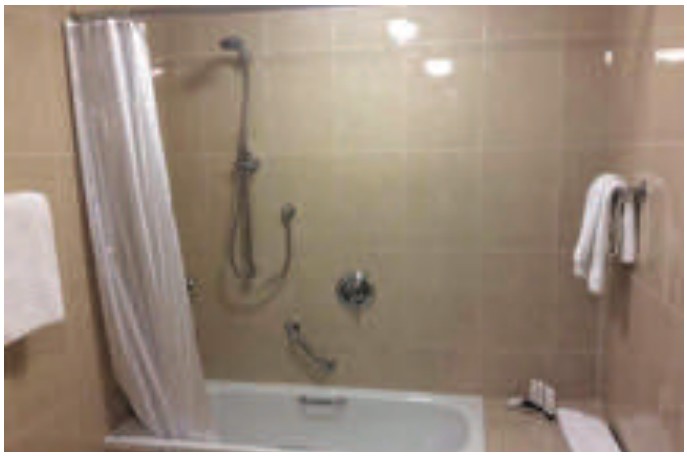
The guestroom furniture is moveable, and we will be happy to adjust the room to your requirements.

En-suite Bathrooms (typical room with roll-in shower)

Typical en-suite bathroom with roll-in shower (Room 113)

- The clear opening width of the door is 76cm.
- The door opens inwards.
- There is a level access (roll-in) shower.
- We provide a non-slip shower mat.
- The shower has support handrails.
- A movable shower chair can be provided.
- The shower has a single lever, wall-mounted tap..
- The height of the shower head can be adjusted.
- The height of the toilet seat from the floor is 41 cm.
- The width of the floor space at the user's right side of the toilet is 130cm.
- The width of the floor space at the user's left side of the toilet is 33 cm.
- The length of the floor space in front of the toilet is 260 cm.
- The toilet has support handrails on one side (folding handrail at user's right)
- The height of the free space from the floor to the underside of the washbasin is 70 cm.

- The length of the floor space in front of the washbasin is 210cm.
- The lower edge of the mirror is 86 cm above floor level.
- Hairdryer is available in the bedroom.
- The bathroom floor is tiled, non-slip
- There is an emergency pull cord alarm system in the bathroom.
- There is a clothes hook at a height of 114 cm.



Typical en-suite bathroom with bathtub (Room 217)

- Side of bathtub is 52 cm high
- There is a seating area at the end of the bathtub
- The bathtub is fitted with a grab bar
- A bath mat is provided.

Restaurant / Breakfast Room

The Brehon Restaurant

- There is level access to the room.
- There are seating areas in raised areas by the windows (up three low steps, with handrails).
- Access is via double manual doors from the Reception area or from the street entrance, via double manual doors.
- The clear entrance door width is 190cm. (with both doors open)
- The facility is self-service (for breakfast) but waiter service is available on

request.

- The minimum width of passage between tables and chairs is195 cm.
- The height of self-service buffet counter is 78 cm.
- The tables are square or placed together as a rectangle.
- Free height under the table for the knees is 73 cm.
- There are chairs with and without arms and sofa seating along one wall.
- Lighting is good and even
- We can provide high chairs for babies and small children.
- There are contrast markings on glass doors.
- Large print menus are available.
- A tablet with “Read Aloud” app is available for reading menus.
- Menus list the ingredients of meals.
- Our menu includes meals for people who require special diets.
- We can provide meals for people who require special diets upon request.

The Brehon Restaurant

Brehon Bar

The Brehon Bar is located by the main reception//lobby area. It is serves drinks, lunch and dinner.

- There is step-free access to the bar.
- There is a Lower Bar with access via a lift and via the staircase from the main bar.
- The doors are manual, with a clear width of 185 cm.
- The height of the bar is 134 cm. (149 cm. in Lower Bar)
- The seating area allows space for wheelchair users.
- The minimum width of passage is 156 cm.
- Tables are square with a single central leg
- Height of space beneath the table top for knees is 71 cm. Some drinks tables are lower in the Lower Bar)
- Large print menus are available.
- A tablet with “Read Aloud” app is available for reading menus.
- Menus list the ingredients of meals.
- Our menu includes meals for people who require special diets.
- We can provide meals for people who require special diets upon request.

The Brehon Bar

Danú Restaurant

The Danú Restaurant is available for functions and dining. It is located on the Ground floor with step-free access.

- The seating area allows space for wheelchair users.
- The minimum width of passage is 140cm.
- Tables are 78cm with a single central leg
- Height of space beneath the table top for knees is 10cm.

The Park Suite (Meeting Room)

There is step-free access to the meeting rooms via two a lifts.

- Access is via double manual doors from the corridor.
- The floor covering is short pile carpet
- The clear entrance door width is 156 cm. (with both doors open)
- Room layout is flexible according to requirements.
- The height of tables is 78 cm.
- Free height under the table for the knees is 70 cm.

Two other Meeting Rooms, the Munster and Leinster Rooms are available. They both have step-free access and have similar facilities to the Park Suite.

The Leinster Room

Brehon Fitness Suite and Vitality Suite

The Brehon Fitness Suite and Vitality Suite provide a range of modern equipment for exercise and training, with staff to help you make the most of your fitness programme. The spaces have step-free access and there is a wheelchair accessible toilet and shower room.

Brehon Fitness Suite

Angsana Spa

The Angsana Spa at The Brehon & Angsana Spa, Killarney is sanctuary for the body and mind, set in one of the most beautiful places on earth.

Angsan Spa Treatment Room and Vitality Pool

The Spa is located on the Lower Ground floor and has step-free access via the main lifts connecting all floors of the hotel.

There are six treatment rooms, a pool and accessible bathroom and shower.

- Width of the entrance door is 97 cm.
- Narrowest free passage way is 154 cm wide
- There is a free turning space of at least 120 cm x 120 cm
- The treatment couches are height adjustable.

At the hotel

This section refers to our customer service, physical access and other accessibility information.

Customer service and safety

We take pride in providing the very best service to all our customers at all times.
We continually monitor and improve our access services, based on customer feedback and regular staff briefings.

Our services include:

Reception and room service

- We offer 24-hour reception call service.
- We offer room service.
- Free wifi is available throughout the hotel.
- You can order meals to be served in the guest room.
- Our staff are trained to serve customers with access requirements.
- There is a hearing loop at the reception desk for people with hearing aids.
- We can provide assistance to customers with wheelchairs or guests that require any assistance to reach their room, if requested and help with your luggage.

Equipment as part of our services

- You can borrow a wheelchair at our hotel (advanced notice required).

- You can borrow a portable shower seat at our hotel.
- We provide a vibrating alarm for guests with hearing impairments.
- We provide a vibrating pillow-pad for guests with hearing impairments.
- We have a sensory box that you can book in advance if required
- We have a defibrillator on site located at reception and our staff are trained in using it.
- We provide 24/7 first aid cover
- If you require any further equipment to hire please contact our access officer to facilitate

Assistance/guide dogs

- Assistance and guide dogs are allowed and welocomed on our premises.
- We provide water bowls for assistance/guide dogs.

Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.

Accessible Transfers and Taxi

- We provide continous transfers with our own accessible bus.
- Should you require a wheelchair accessible taxi please contact Macs Taxi. Denis McCarthy on 087 6387342. Booking in advance is advisable.