

# The Gleneagle

HOTEL & APARTMENTS



## Access Statement / Access Guide

Summer 2018



[www.accessibletourism.org](http://www.accessibletourism.org)

[www.universalaccess.ie](http://www.universalaccess.ie)

The Gleneagle Hotel and Apartments, Muckcross Road, Killarney, Co. Kerry, Ireland.



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*The Gleneagle*  
HOTEL & APARTMENTS

  
THE BREHON  
KILLARNEY

**INEC**  
KILLARNEY  
[www.inec.ie](http://www.inec.ie)

 KILLARNEY  
CONVENTION CENTRE  
INEC, KILLARNEY, IRELAND

  
scotts hotel  
KILLARNEY  
★★★★

  
THE MARITIME HOTEL  
Bantry - West Cork

  
GREEN FALLS  
COUNTRY CLUB

  
International College  
of Hotel Management Ireland  
The Island of Glenties

*Our Family of Brands*

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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 on +353 (0)64 6636000 or email: [info@gleneaglehotel.com](mailto:info@gleneaglehotel.com) and we will discuss your needs and will be delighted to offer our assistance where we can.

**Orla Steinbeck, Group Access Officer, The Gleneagle Hotel Group.**

## Our services

The Gleneagle Hotel & Apartments is one of Ireland's leading leisure hotels offering the very best in fun and entertainment year round [www.gleneaglehotel.com](http://www.gleneaglehotel.com).

With a selection of family rooms and suites as well as spacious two-bedroom apartments, The Gleneagle can cater for families big and small. There is a choice of bars and restaurants and both the Ballroom and adjacent INEC regularly host superb concerts and family shows.

## 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 th Gleneagle 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.

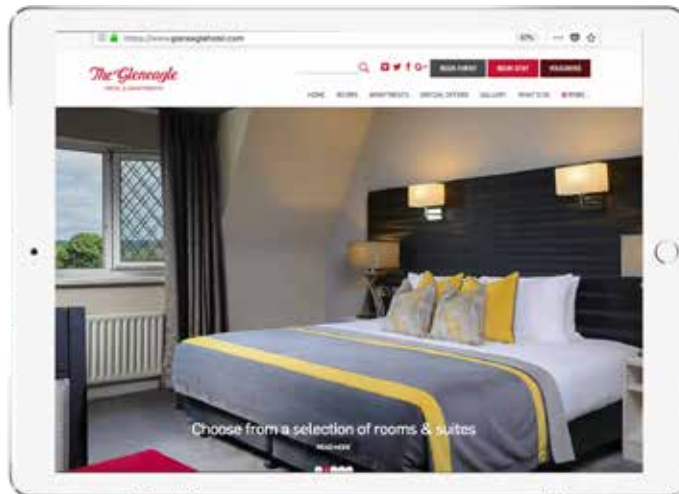
- We have been awarded the World Tourism for all Quality Accomodation, indicating that our premises, facilities, customer services and information meet universal access requirements.
- You can read our full Access Policy on our website.

## 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.



## Where to find our information



We provide information about our venue/service:

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

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

Telephone: +353 (0)64 6636000

Fax: +353 (0)64 6632646

Email: [info@gleneaglehotel.com](mailto:info@gleneaglehotel.com)



## Booking/Reservations

To make a reservation you can book directly on our website:

[www.gleneaglehotel.com](http://www.gleneaglehotel.com)

or you can call our reservations team on:

+353 (0)64 66 71550

### Family Fun at The Gleneagle



## Visiting us

The Gleneagle Hotel 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 Gleneagle Hotel.

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 Gleneagle Hotel 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

Link to: [Link to Google Map, The Gleneagle Hotel Killarney:](#)



GPS Coordinates: Lat: 52.0436° N Long: 9.5013° W

## Parking Bays Main Car Park



## Parking

- We have a private parking area with marked parking bays immediately outside the hotel main reception.
- There are three other parking areas in close proximity to hotel entrances.
- There are 10 designated accessible parking spaces (2 at the main entrance).
- The distance from the designated parking spaces to the main entrance is less than 15 metres, via a smooth, low ramp.
- The pavement surface of the route to the entrance is made of asphalt and slate paving stones.

## Designated accessible parking bays and ramp to main entrance





## Main entrance

- The main entrance can be reached by a ramp of 10 metres, 143cm wide to the side of the front door.
- The slope of the ramp is 5%.
- The ramp has one double handrail on the left-hand side, going up.
- The main entrance door has level access.
- The main entrance has 5 steps to front if you do not want to use ramp.
- The steps at the main entrance have handrails on both sides.
- The clear width of the ramp is 143cm.
- The main entrance door is automatic, sliding, with an opening width of 160cm.
- There are safety markings on large glass doors or windows to avoid people walking into them by accident.
- The entrance is well lit.
- The entrance is covered/sheltered.

Main Entrance



## Reception area / lobby

- Seating is provided for guests.
- The height of the counter is 116cm.
- There is a Concierge Desk and chairs where persons using a wheelchair and any other customers that may like to sit down while checking in to the hotel.
- There are armchairs and sofas opposite the reception.
- The free space below the desk is 80cm.
- Our reception crew have a loop system.

Reception counter



## Moving around the venue

### Signage

- We have clear, legible signage to help you find your way easily and safely to your room.
- All our function rooms, the breakfast/dining room and meeting rooms are clearly signposted.
- Guest rooms have a tactile, metal room number on the door.

## Signage



### Corridors and access routes

- There is step-free access throughout the hotel with the exception of the Backstage Bar, O.D's Restaurant, the Library and the public toilets (adjacent to the Library).
- The minimum width of corridors and access routes is 76cm at the door which leads to rooms 126 to 136.
- The floors of the corridors/access routes are carpeted.

### Ramps and Indoor slopes

The Gleneagle Hotel is 60 years old this year and over the years the original building has been supplemented with many new rooms and facilities. You will find some slopes between some of the areas.

- Sloping corridor with carpet going upwards from the reception area to the guest rooms, towards Lift B of 7.5 metres, with maximum slope of 7%. There is a handrail on the left hand side, going up. Our staff can assist a person using a wheelchair if needed.
- Sloping corridor with carpet going downwards from reception area to Lobby, Green Room, TV Room, The Flesk Restaurant. Slope is 6%, length: 4.5 metres.
- Sloping corridor with carpet from Lobby going upwards to The Ballroom (upper entrance), Shop and towards INEC. General slope is 9% over a length of 9.5 metres, no handrails. The top slope is 15% over a distance of 40cm.
- Our staff can assist a person using a wheelchair or with a wheelchair if needed.

### Ramps in Corridors



Left – from Reception to Guest Rooms, Right – to the Ballroom and Shop

- Sloping corridor with carpet going upwards to Mangerton Suite, slope is 9% over a length of 3.86 metres, with handrail on the right. There is an alternative entrance with two steps, 17cm. high with handrail.
- Sloping corridor with tiled surface from the Lobby and Green Room to Leisure Centre, going upwards over 30 metres, with two landings part-way, with a maximum slope of 11%. Handrails are fitted on one side and there are two handrails at the steeper slope over a distance of 179cm.
- Sloping corridor at Leisure Centre Entrance (internal route from hotel) with mat, slope 7%, length 3.15 metres, with two handrails.
- Sloping corridor with carpet going upwards towards beauty salon and Lift C, slope 7% over a length of 8.27 metres. No handrails.

### Steps and stairs

There are steps in some areas and between levels in some function rooms. All steps are equipped with handrails, except where noted, below.

- The Ballroom. There are 3 flights of steps between the upper and lower levels of the seating areas. Steps are 18cm high. Seating on the upper and lower areas can be reached by a step-free route.
- The Library. There are 2 steps up from the Reception area, each 13 cm. high. There are handrails on both sides. There are 4 steps down to the lobby (next to



Green Room), also 13 cm per step.

- The Mangerton Suite has two steps down to the dance floor, each 15cm. A mobile ramp is available.
- Backstage Bar. Staircase to the bar with 3 steps towards the bar and 5 steps towards the shop side. Steps are 17 high. Handrail is in centre of the staircases. Width of passage is 230 cm.
- Backstage Bar patio (outdoors). 8 steps of 15 cm. from car park 2 to patio, with handrails. There are also 3 small steps to the bar entrance doors from the patio.
- O.D's Restaurant. Access is from inside the Backstage Bar. There are 2 steps and then a further 8 steps, each 15cm. high. There is no handrail at lower steps and only on right side for upper steps.

### BackStage Bar Steps



### Lift

- There are lifts to all guest room and meeting room floors, giving easy access to all our customers.
- The clear opening width of the lift door when fully open is:
  - Lift A. 79cm. wide.
  - Lift B. 86cm. wide.
  - Lift C. 100cm wide.

- The internal floor dimensions of the lift cabins are:  
Lift A. width 103cm. X 136 cm depth.  
Lift B. width 123cm X 191 cm depth  
Lift C. width 110cm X 130 cm depth
- The lift control buttons are at a height of 92cm. above floor level.
- The lift control buttons are marked in Braille.
- The lift stops are announced visually.

### Lifts



### Public use accessible toilets

There is one public use accessible toilet. The toilet does not meet modern access standards and plans are in hand to replace this facility.

### The accessible toilet



- The toilet door clear width when open is 80cm.
  - There is one support handrail beside the toilet on the user's right-hand side.
  - The height of the toilet seat from the floor is 45cm.
  - The width of the floor space at the left side of the toilet is 37cm.
  - The width of the floor space at the right side of the toilet is 104cm.
  - The length of the floor space in front of the toilet is 44cm.
  - The height of the free space from the floor to the underside of the washbasin is 62cm.
  - The length of the floor space in front of the washbasin is 118cm.
  - The lower edge of the mirror is 63cm 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 the men's and women's toilets adjacent to the Library.

Baby-changing facilities in women's (left) and men's (right) toilets.



## Accommodation / Guest rooms

We have 244 guest rooms, 11 accessible rooms with 68 walk in showers and 5 fully accessible rooms including 1 fully accessible room with wooden floor suitable for persons with allergies. All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hair dryer, Toiletries, Luggage rack, wardrobe and Room Safe.

Accessible Guestroom (number 126)





### Accessible guest rooms

- 5 guest rooms are accessible for customers using a wheelchair with en-suite bathroom and roll-in shower.
- 68 guest rooms are specifically suitable for people with walking difficulties with en-suite bathroom and shower tray with a raised edge.
- 4 guest rooms are more spacious with en-suite bathroom and a bathtub.  
The clear opening width of the guestroom door is 84 or 86cm, depending on the room.
- 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 58cm.
- Height under the bed is 17cm.
- The free floor space at the side of the bed is 60cm.
- Free floor space in front of the bed (foot end) is 120cm.
- The bed height is not adjustable.
- The wardrobe rail height is 130cm from floor level.
- Electric sockets and switches are at a height of 69cm above floor level.
- 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)

- The clear opening width of the door is 80cm.
- The door is opening inwards.
- There is a level access (roll-in) shower.
- We provide a non-slip shower mat.
- The size of the wet shower area is 100 cm 130cm
- The free area adjacent to shower for transfer to the shower seat is 100cm X 190cm
- The shower has support handrails.

- A fixed shower seat is provided at a height of 48cm.
- 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 48cm.
- The width of the floor space at the user's right side of the toilet is 40cm.
- The width of the floor space at the user's left side of the toilet is 178cm.
- The length of the floor space in front of the toilet is 34cm (on right-hand side).
- The toilet has support handrails on both sides (folding at user's left and fixed at user's right).
- The height of the free space from the floor to the underside of the washbasin is 71cm.
- The length of the floor space in front of the washbasin is 190cm.
- The lower edge of the mirror is 99cm 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.

Typical en-suite bathroom with roll-in shower (Room 132)



## Restaurant / Breakfast Room

### The Flesk Restaurant

- There is level access to the room.
- The door is manual.
- The clear entrance door width is 140cm (with both doors open)
- The facility is self-service (for breakfast). Waiter service is available.
- The minimum width of passage between tables and chairs is 117cm.
- The height of self-service counters is 72cm.
- The tables are rectangular.
- Free height under the table for knees is 71cm or 64cm, depending on the tables.
- Lighting is good and even.
- We can provide high chairs for babies and small children.
- There are contrast markings on large glass windows or doors.
- Large print menus are available.
- A tablet with “Read Aloud” app is available for reading menus.
- Pictorial menus are available.
- Menus describe 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 Flesk – Restaurant and Breakfast Room



## Meeting Rooms

- Meeting rooms are located on the 5th Floor.
- There is step-free access by path, corridor and lift to the meeting rooms.
- The doors are manual, with a clear width of 145cm.
- Furniture arrangements are made according to the request of the hirer.
- The seating area allows space for childrens buggies, rollator and person using a wheelchair.
- The minimum width of passage is 145cm.

## Leisure Centre – Aquila Club

### Swimming Pool

- Entrance to the Pool viewing area is via a door opening of 86cm (small ramp step down).
- Entrance to the Aquila reception is via a door opening of 80cm. Aquila counter height for customers who sign in is 110cm and we have an induction loop system available.
- Entrance to the Aquila Lobby is via a door opening of 89cm and the changing rooms are to the right.
- Entrance to Aquila changing rooms is via a door opening of 74cm for the ladies and 71cm for the men.
- There are 4 showers in The Ladies with a step of 12 cm to access the shower, there are 3 toilet cubicles, 2 wash basins and 2 hairdryers and lockers available.
- There are 3 showers in the Gents with a step of 12cm to access shower area. There are 2 toilets, 2 urinals and 2 washbasins 1 hairdryer and lockers available in the gents.
- Access to the pool area is via an opening of 107cm for the ladies and 82cm for the mens and past 6 lobby showers (4 for Adults and 2 for children).The opening to Aquila pool area is 150cm.
- Access to the main 25m pool is via a deck walking length of to the shallow end (0.9m) and entrance to the pool water is via 6 steps of 16cm (No hand rail



available)The depth of the deep end is 1.2m and the pool is 25 x 13m.

- Access to kids pool is a deck walk of from Aquila pool shower lobby exit and a step of 59cm into the water from the middle of kids pool. Depth of kids pool is 0.6m to 0.9m

### Swimming Pool



### Sauna and Steam Room

Entrance to this area which is for over 18's only is to the left of Pool Lobby showers with a deck walk length of to an entrance door opening of 86cm to access the steam room (Door opening of 78cm and sauna (door opening of 61and step into height of 13.5cm and up 4 steps to the Jacuzzi with handrail in the middle available. There a cold shower available in this area with a step height of 17cm to access.

### Childrens' Playroom

- Children's soft play centre with ball pit area measuring 5 metres by 5 metres in area with a height of 6 metres surrounded by mesh netting. Large carpeted area around the play centre itself.
- Seating area with television and soft toys and reading area.
- 2 large slides, entrances to slides measuring 68cm in diameter.
- One small slide measuring 68cm in diameter.
- Play centre WC door measuring 78cm in width.
- 2 cubicles inside WC doors measuring 78cm in width.

## Childrens' Playroom

Gym

- The Gym is on the first floor without lift access it is an open plan air-conditioned gym and features a variety of fitness equipment including treadmills, exercise bikes, cross trainers and a weight training studio with various weight machines including squat racks and a selection of free weights.

## Gym





## 2 squash courts

- Squash Court Length: 9750 mm plus or minus 10mm.
- Squash Court Width: 6400 mm plus or minus 10mm.
- Squash Court Height: 5640mm.
- 1 step down into carpeted area before squash court entrance measuring 59cm in height.
- Both squash courts have doors measuring 78cm in width.

### Squash Courts



## Outdoor facilities

### Pitch & Putt

- 18 hole Pitch & Putt course holes vary between 25 metres and 30 metres in length.  
Concrete slab pathway leading to first hole grass surface beyond that.
- Concrete lined tee boxes with rubber padded tee placement area 1 by 1 metre in size.

### Pitch & Putt



### Tennis

- 2 savanah surface tennis courts. The court is 78 feet (23.77 metres) long. Its width is 27 feet (8.23 metres) for singles matches and 36 feet (10.97 metres) for doubles matches. There is 1 step down into each court of 39cm along with a concrete slab pathway leading into each court.

### Tennis Courts



## 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 welcomed 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 continuous 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.