



KILLASHEE

HOTEL • SPA • LEISURE

Accessibility Guide

Welcome to Killashee Hotel. We are committed to ensuring that every guest has a delightful experience. The main hotel is fully accessible, featuring lifts and public areas specifically designed for wheelchair use. We offer a variety of accessible seating options throughout the hotel, and our dedicated staff is always ready to assist.

This guide is designed to help guests with accessibility needs fully enjoy their stay at Killashee Hotel. If you have any questions or require further assistance, please do not hesitate to contact our team.

Contact Details

Website

Full details about accessibility services and facilities can be found on our website www.killasheehotel.com

By email

Please send an email to reservations@killasheehotel.com and include information in the subject line of your request.

By phone

You can call the main line [+353 \(0\)45 879277](tel:+353(0)45879277) and we will be happy to help.



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Killashee Hotel Facilities

Killashee provides the following facilities to assist customers with access requirements:



Children changing facilities in the lower ground floor toilets—providing a spacious environment that is safe, clean and accessible to all via the main hotel lift.



Accessible toilets on each floor of the hotel and in all dedicated accessible bedrooms.



Accessible parking at the hotel main entrance, as well as located at the spa and leisure centre entrance.



Accessible seating on all levels of the hotel including six wheelchair accessible suites. The six wheelchair accessible bedrooms are located closest to the lifts in the main hotel.



Killashee has a hotel wheelchair to assist anyone who may need it to get to and from their hotel bedrooms, meeting room or spa and leisure centre facilities.



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Other Accessibility Information

Medical and Dietary Requirements

If you are attending an event or dining at Killashee and have any medical requirements, please inform a member of our sales and event team. They will ensure that the relevant department manager is notified.

At Killashee, our food and beverage policy generally prohibit bringing outside food and drink into the hotel's public areas. However, we can make exceptions in exceptional circumstances to accommodate medical conditions.

Access to Performance

Assistance Dogs Assistance dogs are welcome at Killashee. We would highly recommend that you contact us in advance of your visit to discuss any requirements you or your dog may have.

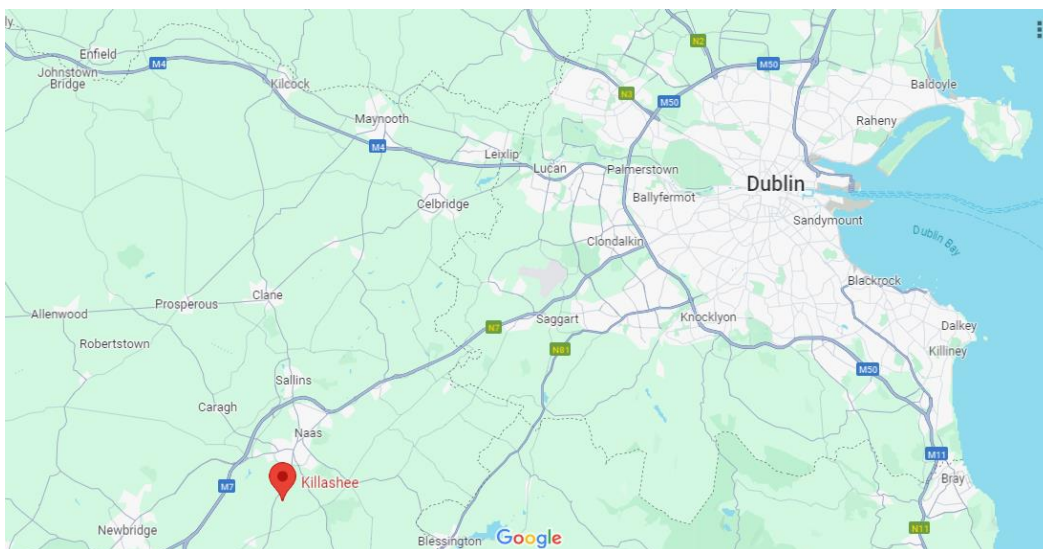
Emergency Call System: A call system has been installed on each bedroom corridor and in the spa and leisure centre for accessible assistance.

Staff Training

All staff members as part of induction are trained on accessibility awareness, disability etiquette and how to assist guests with various needs.

Map

Link to Google Maps to [Killashee Hotel](#):



GPS Position: 53.190672,-6.676753



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Parking

- Killashee has four accessible parking spaces located in the main hotel courtyard closer to the front entrance of the hotel
- There are two accessible parking spaces located at spa and leisure centre building entrance.
- These parking spaces are tarmac surfaced.

Main Entrance & Reception Lobby

- The hotel main entrance has no steps.
- The main entrance door has level access.
- The entrance is well lit.
- The floor is marble as you come into the hotel entrance.
- Seating is provided for guests in the hotel lobby.
- There are armchairs and sofas by the reception desk.
- The reception floor is carpet.
- The main hotel has a lift with floor level displayed and audio announcement

Signage & Access Routes

- The hotel has clear, legible signage to help you find your way easily and safely to your room.
- All function rooms, dining rooms and meeting rooms are clearly signposted
- There is step free access throughout the hotel lobby, bar and restaurant, ballroom and private dining rooms.
- The floors of the corridors/access routes are a mixture of carpets, tiles and wooden flooring.

Baby Changing Facilities & Toilets

- There are accessible toilets on each level of the hotel.
- These include handrail beside the toilet.
- The toilet floor is tiled.
- Changing facilities for babies are available in the main hotel toilet on the lower ground floor accessible by a lift and in the Thomson Suite female bathrooms.

Accommodation/Guest Rooms

- Killashee has 141 bedrooms, 6 are fully accessible rooms.
- Each bedroom block has a lift with floor level displayed and audio announcement. The buttons also have brail
- The room key is an electronic card
- Double beds are in all rooms. Three rooms have two double beds in the room.
- Door width into the bedroom is 82cm.
- Bed height to top of cover is 65cm.
- There is no under bed height



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- The bed height is not adjustable
- The ensuite has a roll-in shower.
- We provide non-slip shower mat.
- The shower has a support handrail.
- A fixed show seat is provided.

Leisure Centre

- Entrance to the leisure centre and spa building is level and step free.
- There is an automatic accessible glass door entrance to the gym facilities.
- There is a ramp to the swimming pool deck.
- The jacuzzi and steam room are level flooring from the changing rooms.
- There are eight showers in the ladies' level access showers.
- There are seven showers in the mens' level access showers including one dedicated accessibility shower for wheelchair users.
- There is a family changing room available.
- The Gym is on the ground floor, 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.

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.

Reception and Room Service

- We offer 24-hour reception call service.
- We offer room service.
- Free Wi-Fi 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.
- We have a defibrillator on site located at reception.
- 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.
- We provide 24/7 first aid cover.