

ACCESSIBILITY



AN ACCESSIBLE AND SUPPORTIVE DESTINATION

Mission Statement

Our Mission is to become Ireland's leader in offering Universal access for all. Instilling a culture among our team here at the Killarney Park Hotel, ensuring that every visitor is treated equally, regardless of age, impairments, background or ability, promoting a wider understanding among our employees regarding accessibility in all areas. Our company recognises the importance of making our facilities accessible to all. We recognise that all people have the right to enjoy our product and service offering and we will strive to meet this within our existing and future business plans.

The Killarney Park Hotel is committed to carrying out improvements to our product and services using a 'Design for all' approach, in order to minimise or remove barriers and contribute to sustainable and accessible tourism for all.



Access Plan

- 1 Commitment to Accessibility** – The hotel is committed to implementing our access plan following on from an accessibility audit carried out by ENAT.

- 2 **Accessible Design as part of our Design and Future Design** – The hotel is committed to ensuring that any existing and future design will fully incorporate accessibility for all.
- 3 **Human Resources** – Management and employees receive training on accessibility and inclusion, customer service to ensure all guests receive a warm welcome
- 4 **Procurement** – Accessibility is considered at an early stage in the procurement process, which is incorporated into design of facilities, in assisting the hotel in implementing our access plan
- 5 **Health and Safety** – Accessibility is considered in all aspects of health and safety to ensure ease of access for all throughout the hotel
- 6 **Website and information** – Our website has been designed to allow ease of access of all information
- 7 **Hotel Equipment** – Equipment has been made available to assist people with difficulties and all employees are trained on their use
- 8 **Sales and Marketing** – It is our aim to ensure that all information is accurate and up to date and published in an accessible format
- 9 **Feedback and improvement** – We welcome feedback on our service offering, and always willing to look at areas for improvement to allow us to remove and minimise barriers and contribute to sustainable and accessible tourism for all.