

ACCESSIBILITY



AN ACCESSIBLE AND SUPPORTIVE DESTINATION



Access Statement /Access Guide



www.accessibletourism.org



www.universalaccess.ie

April 2019

The Killarney Park Hotel, Town Centre, Killarney, Co. Kerry. V93 CF30, Ireland.

Tel: +353 64 663 5555 Fax: +353 64 663 5266, Info@killarneyparkhotel.ie .

Web: www.killarneyparkhotel.ie

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This Access Statement aims to accurately describe the facilities and services that we offer to all our visitors and guests and does not contain personal opinions as to our suitability of those who have access requirements. It was created in April 2019.

If we have not covered your access needs in this document, please contact us directly, Tel: +353 64 66 35555, Fax + 353 64 66 35266 or Email: info@killarneyparkhotel.ie where we can discuss your needs and offer assistance.

Lorraine Horan, Hotel Access Officer, The Killarney Park Hotel

Niamh O' Shea, General Manager, Killarney Park Hotel

Marcus Treacy, Operations Manager, Killarney Park Hotel

Our Services

The Killarney Park Hotel is one of the finest luxury hotels Ireland has to offer, minutes from town life and nature's wonderful attractions alike. Perfectly located in the very heart of Killarney town centre, set in mature grounds and framed by the legendary surroundings of Killarney National Park, this is a Five Star Hotel really like no other. Awarded the "*Number One Hotel in Ireland*" accolade by Trip Advisor in January 2018, this proud Leading Hotel of the World offers a warm and welcoming retreat for guests in search of exceptional comfort with all of those little extra touches.

The Killarney Park Hotel offers The Park Restaurant, offering classical yet creative dishes in a truly stunning surrounding, in a warm ambience featuring the very finest of local Kerry Produce. The Garden Bar is also located on the ground floor level, which offers an impressive selection of light meals and snacks from the bistro-style All-Day Menu, with creative salads and gourmet sandwiches making a lighter alternative to the more substantial comfort dishes also on offer.

The Terrace offers an outdoor Space comprising of a beautiful atmospheric covered heated section and an open area overlooking our mature and landscaped gardens, offering outdoor Killarney dining in a serene and relaxed ambience

The Health and Fitness Club is equipped with an excellent range of equipment from treadmill and stationary bikes for the ultimate cardiac workout. It also boasts a 20-meter swimming pool, Revive and restore in the Steam Room before taking a refreshing dip in the Plunge Pool. Or take a well-deserved break in the Bubble Pool. And if you like to take your luxury outdoors, we have an indulgent Outdoor Hot Tub overlooking our private gardens, so you can soothe your weary bones wrapped in an atmosphere of tranquillity, with birdsong and a gentle breeze to enhance the serenity of your escape.

Location & Directions:

GPS Co-Ordinates: 52.058193, -9.505243

From Killarney Bus and Rail Station:

Located 4 minutes' walk from Killarney Bus and Rail Station. Veer left at Rail Station entrance and you will find the Hotel on left just before Killarney Cinema on East Avenue Road.

At the Killarney Park Hotel, we pride ourselves on bringing you an exceptional Five Star hotel experience. After all, when you are surrounded by some of the most spectacular scenery in the world, you really need to make sure the accommodation is designed to match. Unforgettable natural attractions deserve to be accompanied by the finest hotel experience imaginable. And Killarney has cemented itself as the Top Irish Tourist Destination for 2015; Trip Advisor has given our town the very highest of accolades.

It is with this treasure amongst Kerry hotels. Within easy walking distance of Killarney town centre and mere minutes from the wonders of Killarney National Park, the Killarney Park Hotel offers the ideal luxury retreat after a day spent experiencing the wonders of the Ring of

Kerry, Muckross House & Gardens, the rugged Dingle Peninsula, and the Wild Atlantic Way. Take your pick from a dream selection of golf courses in Kerry, get on your bike, or browse through the attractive shops dotted around the town. However way you choose to spend your time in Killarney, you spend it best when you stay at The Killarney Park Hotel.

And it's not just the stylish comfort of our rooms and suites, the succulent delights of our Restaurant and Bar, or the sheer luxury of the overall Killarney Park Hotel experience that keep our guests returning to us as old friends: It's also the priceless charm and exquisite attention to detail of our dedicated Team of Colleagues, who are always on hand with friendly advice and insider tips on how best to enjoy your time in the magical surroundings of Killarney and beyond.

From Cork

Take the N22 to Killarney, on reaching Killarney follow the signs for the Town Centre, on reaching the Outlet Centre, remain in the left lane approaching the roundabout, take the first left on to East Avenue Road. The Killarney Park Hotel is located approximately 300 meters on the left-hand side of the road.

From Kerry Airport

Take the N22 towards Killarney and follow the signs for the town centre, Turn left at the Cleeney roundabout, taking the first exit on to N22, then take the first right up the Luas Road towards Killarney Town Centre As you approach the town from the Luas Road, take a left turn on to college street, at the roundabout take the second exit on to East Avenue Road. The Killarney Park Hotel is located approximately 300 meters on the left-hand side of the road

From Shannon Airport

Take the N18 road to Limerick, which will lead you on to the N21 signposted to Killarney, this will take you to Castleisland, follow signposts to Killarney. Turn left at the Cleeney roundabout, taking the first exit on to N22, then take the first right up the Luas Road towards Killarney Town Centre, as you approach the town from the Luas Road, take a left turn on to college street, at the roundabout take the second exit on to East Avenue Road. The Killarney Park Hotel is located approximately 300 meters on the left-hand side of the road.

From Dublin Airport

Exit on to the M50 southbound (Toll Road), At Junction 9, exit on to the M7 towards Limerick/ Cork. At junction 30, exit onto M20 towards Cork/Tralee/ N21 signposted Killarney, this will take you to Castleisland, follow signposts to Killarney, turn left at the Cleeney roundabout, taking the first exit on to the N22, then take the first right up the Luas Road towards Killarney Town Centre, As you approach the town from the Luas Road, take a left turn on to college street, at the roundabout take the second exit on to East Avenue Road. The Killarney Park Hotel is located approximately 300 meters on the left-hand side of the road.

Private Transfers/Taxi's

Our Concierge Team can also arrange private Chauffeur transfers or accessible Taxi transfers should they be required, please contact the hotel directly, we would be happy to arrange this for you by calling +353 64 66 35555, Fax +353 65 6635266, Email; Info@killarneyparkhotel.ie



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.

Employee Training

Our Management team and employees will receive on-going training on accessibility awareness, diversity and inclusion. The aim is to provide employees with this knowledge to allow them to be able to identify ways in which we can serve customers with specific access requirements.

Hotel Information & Services

The Killarney Park Hotel website can be accessed at www.Killarneyparkhotel.ie, or by contacting the hotel directly on +353 64 66 35555, Fax +353 65 6635266, Email; Info@killarneyparkhotel.ie.

To make a booking, visit our website www.killarneyparkhotel.ie, alternatively call the hotel direct and speak with our customer service team on +353 64 66 35555.

Parking & Entrance

We have accessible parking directly outside the hotel's main entrance, a sloping path with a width of 1660mm provides accessible entrance walkway adjacent to the main entrance sharing the same porchway. The Accessible Parking Bay is located directly adjacent to the accessible walkway, both entrance doors are automatic measuring 1300mm at full opening. The entrance is well lit with ample space for turning cars, we offer a valet parking service in the hotel in which our concierge team will happily park your car for you on arrival.

The night bell intercom and bell is at a height of 1250mm, which is located at the front entrance door.

Reception /Lobby

The height of our reception and concierge desk is 1160mm. The hotel lobby/reception area provides lower tables and chairs to allow guests with differing needs to check in without any difficulty.

Moving around the Hotel

Clear, legible signage is located throughout the hotel to allow visitors to move freely through the building to each location.

All guests are escorted to their rooms on arrival and given a familiarisation of the property during the check in process.

Corridors and Access Routes

There is a step free access throughout the majority of the building, with the exception of the upper lobby area, which we can provide a ramp access if required.

The Kerry Suite meeting room currently has 3 steps down to it from the main corridor, this area can also be accessed via the hotel's second elevator without the use of steps.

The Corridors measure a width of 1470mm, with bedroom door opening width of 780mm



Steps and Stairs

The main Staircase is visible from the main reception areas, the hotel has three floors, which are served by the main staircase.

The Park Restaurant, Garden Bar and Terrace can all be accessed on ground floor level with flush flooring throughout, no step access required.



Lifts/Elevators

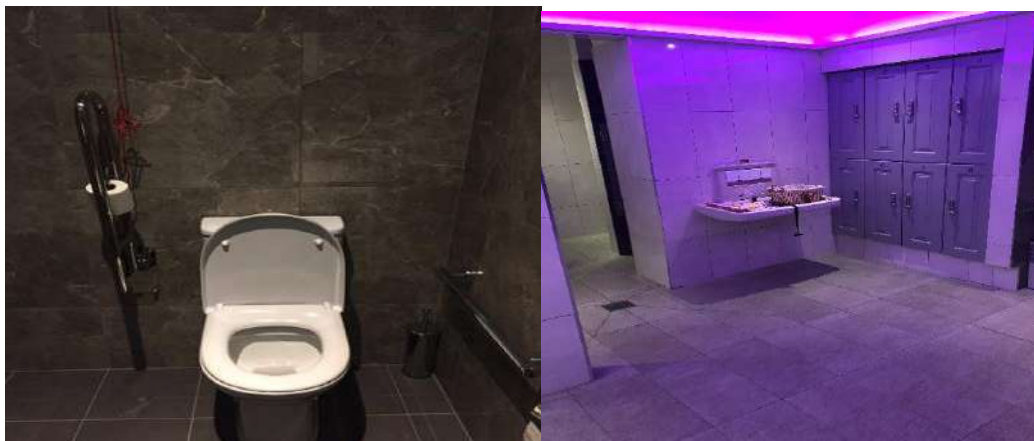
The hotel is equipped with two elevators, the main lobby lift which gives access to the guest rooms from the main reception area, affording easy access to all our guests.

- The clear opening of the lift doors when open is 800mm.
- The internal floor dimensions of the lift cabin are 1330mm x 1220 mmwide
- The internal control buttons are at a height of 105-130cm above floor level.
- The control buttons are marked with raised numbers and also with Braille. Raised symbols for door opening and door closing buttons and alarm button(bell). Floors are shown with red numbers on display within the lift.
- Lift stops are not currently announced, all guests are escorted to their rooms on arrival.

Ground Floor Accessible Toilets for Public Use.

An Accessible toilet is located on the ground floor with step free access to the left of the main reception desk.

- The Ground Floor accessible toilet door has a minimum opening width of 900mm
- Toilet seat height is 470mm
- Support hand rails are present on each side of the toilet, with fixed rail on the left-hand side and a folding support rail on the right-hand side measuring from 500-670mm in height.
- Width of the floor space to the right of the toilet is 780mm.
- Free space in front of the toilet is 1440mm
- Height of space from floor to the underside of the wash hand basin is 570mm.
- Free space in front of the wash hand basin is 1070mm.
- Lower edge of mirror is 990mm.
- The floor is tiled
- There is an emergency pull cord present in the toilet.



Baby Changing Facilities

- Two Baby changing units are present within the ladies and gent's changing facilities within our health and leisure centre that can be accessed without steps on the ground floor
- Height of changing table 800mm
- Width of entrance door 800mm



Accommodation /Guest Rooms

The Killarney Park Hotel consists of 67 bedrooms and suites offering views of either the hotel gardens, the steeples of the historic Killarney Town, or the spectacular mountain ranges beyond.

Room Measurements.

- Classic Rooms measure approximately 350 Sq.ft / 32.5 Sq.m,
- Classic Family Rooms measure approximately 400 Sq.ft/37 Sq.m
- Premium Rooms & Signature Rooms measure Approximately 500 Sq. Ft/ 46 Sq.m
- Our Suites range in size from 850 Sq. ft – 1200 Sq ft/ 79 Sq.M-111 Sq.M.
- Master Suite measure 1400 Sq. ft/133 Sq.m

Our Room features include: Air Conditioning, Elemis Pampering Toiletries, Robes & Slippers, Iron & Ironing Board, Separate Bath & Shower or Shower Only, 24 Hour Room Service, Laundry Service, Television, In-Room Safe, Complimentary Daily Newspaper, Access to Health & Fitness Centre, Car Parking, Fridge with Still and Sparkling Water, International Adaptor, All Rooms are Non-Smoking, Powerful Hairdryer (1,800 Wattage), Classic Family Rooms have Extra Beds, Cots and Linens available on request, Classic Family Rooms have Children's Bathrobes, Classic Family Rooms have Children's Books and Board Games available on requests. Our Premium, signatures rooms and suites have the added features such as a fire place, bespoke detail, Nespresso machine.

Room 153/ Accessible Guestroom

- The clear opening width of the bedroom door is 860mm
- Two double beds are present in this room with a height of bed from floor to top of mattress is 560mm, bed height is not adjustable.
- Space available on each side of the beds is 1800mm and 900mm
- 200cm of free space is available at the foot of the bed

- Switches are 700mm from floor level, Air Conditioning controls are at 1300 mm from floor level.
- Electric sockets are at the following levels 340mm, 640mm and 760mm.
- There is a lower spyhole in the main bedroom door at 560mm & 900mm above floor level.
- Flash and sound alarms are present in the bedroom.
- Amenities within the bedroom are at heights between 770mm and 850mm.
- There is an emergency alarm in the en-suite bathroom.
- The bedroom furniture is adjustable, and the furniture can be rearranged to meet individual guests needs.
- Corridor width in room is 1080mm at its narrowest point



Accessible En-Suite Bathroom

- The clear opening width of the door is 900mm, which is a sliding door
- The Bathroom floor is tiled non slip
- There is a level access roll in shower, with a non-slip mat provided
- The shower has support handrails & single lever wall mounted tap with adjustable shower head.
- A movable shower chair can be provided
- The width of usable floor space at the users right of the toilet is 1200mm
- The width of floor space at the users left side of the toilet is 320mm
- The length of floor space in front of the toilet is 1550mm
- The toilet has support handrails on one side if required, with the left side housing a supporting shelf.
- The height of the floor space to the underneath of the wash hand basin is 510mm
- The lower edge of the mirror is 860mm
- Hairdryer is available within the bedroom
- There is an emergency pull cord in the bathroom
- There are clothes hooks at a height of 960mm and 1560 mm
- Side of the bathtub height is 510mm
- The bath tub is fitted with a grab bar
- A bath mat is provided



The Park Restaurant

- There is level access to the main restaurant with all seating at ground level
- Access via double manual doors from reception
- The clear entrance width of the door is 1260mm with both doors open
- Breakfast service consists of a self-service continental breakfast, hot food items can be ordered from the menu. Hot beverages will be served to your table by your waitress. Our service team will happily assist in the service of the continental buffet when required.
- Tables measure for 720mm from floor to underneath table top, the top of the tables measure 740mm with the majority of tables having a centre leg
- Chairs are present with and without arms
- With width of the passage between tables is movable with a minimum of 1200mm
- The height of the buffet display tables measures 760mm
- High chairs are available for guests with small children
- The restaurant is equipped with even lighting
- The hotel can provide various menus for special dietary requirements on request
- Menus list allergens

The Garden Bar & Terrace Area

- The Garden Bar has level access with the ground floor, there is also level access to the top Terrace area, which is separated from the Lower Terrace by 3 steps.
- The Lower Terrace can be accessed via the double doors from the whiskey area of the Garden bar via a low gradient slope.
- A sliding door assists in the access to the Top Terrace area with a clear opening of 860mm.
- A second door opening of 1600mm to the lower Terrace area via a sloping ramp from the whiskey room area of the bar.
- The Bar counter height is 1100mm
- The Garden bar consists of different levels of tables and chairs, from couches to straight back chairs to banquet seating.
- The seating area allows for wheelchair access
- The wheelchair accessible tables are square and round with a central leg, measuring 700mm to the underside of the table and 740mm to the table top.
- Menus list allergens
- Various menus are available for guests with special diets



Kerry Suite Meeting Room

- The Kerry Suite can cater for up to 120 people theatre style
- There is step free access to the meeting room via the hotel's second lift, alternatively entrance via three steps from the first-floor corridor
- The clear entrance door width is 1400mm with both doors open
- The height of the table s is 740mm, the usable space under the table for knees is 720mm
- The room layout is flexible and can be adapted to the client's requirements.



The Health and Fitness Club

The health and fitness club has level access from the ground floor. The 20 Meter swimming pool invites you to dip in, whether you fancy a few lazy laps or an invigorating session of lengths. The Health and Fitness Club also comprises of a Steam Room, Sauna, Plunge Pool, Bubble Pool and an Outdoor Hot Tub, in addition to a Gymnasium.

The swimming pool has support handrails and sloping steps to the left and right corner of the shallow end.

The changing room door width is 800mm,

The shower in the changing room has a low step

There is level access to the pool from the reception area. Access to all other amenities requires access via steps or stairs.



The Spa

Surrender yourself to the luxury and convenience of this 5-star Killarney town centre Spa facility and enjoy the benefits of eight private treatment rooms, a relaxation room and a caldarium.

The Spa has level access via the main elevator to the first floor; all rooms within the Spa have level access

Width of the entrance door is 940mm wide, treatment room door width is 850mm.

Narrowest passageway is 950mm

There is free turning space of at least 1890mm

The treatment beds are height adjustable



Customer Service and Safety

The Killarney Park Hotel places customers safety to the fore of what we do, we continually strive to improve our guest experience in terms of access and safety.

Guest Services and Room Service

- Our reception desk is operated 24 hours a day
- 24 hour room service menu is also available
- WiFi thought-out the property
- The Killarney Park Hotel team are trained to assist and serve customers with various access needs
- A Hearing loop is available at reception if required for people with hearing aids
- The hotel offers a valet parking service to all our visitors to park and retrieve their cars as required.
- All guests are escorted to their bedrooms on arrival as part of the Killarney Park experience
- The hotel can provide a wheel chair should it be requested in advance of arrival
- We have several Trained First Aiders within the hotel on each shift
- Our Guest Relations team would be happy to assist you with booking local trips within the Kerry area.
- Assistance and Guide dogs are welcomed in the Killarney Park Hotel

Equipment available as part of our service

- A mobile Hearing loop is available at reception, or can be moved to various locations around the hotel as required
- The hotel provides a vibrating pillow alarm for guest with hearing impairments
- A wheel chair is available during your stay (Advance notice required)
- If you require any further equipment for hire, please contact our customer service team

Evacuation Procedures

The Killarney Park Hotel have fire evacuation procedure in place in the event of an emergency in the hotel.

All employees are fully trained on their roles and responsibilities in the event of an evacuation

Evacuation plans are available for guests to view at any time

Hearing Loop

The hotel provides a mobile hearing loop and is available on request, please contact our customer service team should you wish to avail of this