



**Accessible
and Inclusive
Tourism**

Example Access Welcome Guide

The Emerald Hotel



Contents

A Warm Welcome!	3
Contact Information	4
Getting Here	5
Key Accessibility Features	
Information	
Services	
Facilities and Equipment	
Parking	7
Building Entrance	
Access to Public Areas	
Restaurant or Dining Room or Bar	
Bedrooms and Bathrooms - General	
Wheelchair Accessible Bedrooms and Bathrooms	
Gallery of Images	24
Sensory Story	25
Accessible Destination Highlights	26
Emergency and Medical Information	27
Testimonials – What our Customers tell us	28

A warm welcome!



At the Emerald Hotel, we are committed to providing the warmest of welcomes to all our guests.

This Access Welcome Guide provides information and inspiration to help you get the most from your stay and explore our beautiful part of Ireland.

At the Emerald Hotel, we want all our guests to feel at home and enjoy every minute of their stay. We take the greatest care to ensure that every aspect of your visit is memorable and enjoyable: whether it's sampling the delicious food in our restaurants, relaxing in our extensive grounds, or exploring the wider area.

Our dedicated team are selected for their friendly approach and customer focus and are trained to not only meet, but to exceed your expectations. We are especially committed to ensuring that we are accessible for a wide range of visitors, and have put this Access Welcome Guide together to help you plan a stay which meets your individual needs.

We hope that this Access Welcome Guide gives you the information that you need to plan a stay. If we have not covered your access needs in this document, please contact us on **353 (0)XXX 1234567** or email us at: info@theemeraldhotel.ie so that we can discuss your requirements. We would be delighted to offer our assistance wherever we can.

We look forward to meeting you and offering you the warmest of Emerald welcomes!

Ann Owner

Proprietor



Contact Information

To speak to a member of our friendly team, please get in touch with us via telephone or email and we will be happy to help.

Contact us by telephone on: +353 (0)XXX 1234567

Contact us by email on: info@theemeraldhotel.ie

Follow or contact us on X: [@theemeraldhotel](https://twitter.com/theemeraldhotel)

Getting Here

By car:

- If you are arriving by car and using a Sat Nav, our Eircode is A62 F4E2
- The Emerald has its own private car park with six accessible parking spaces.

By train:

- The nearest railway station to the hotel is at Little Castle which is 2 miles away (add link for any accessibility information about the station)
- All trains serving the station offer ramped access for wheelchair users.
- Passenger assistance must be booked in advance for railway journeys.
- Travellers who need this service are advised to contact XXXXXX to book.

By bus:

- From Little Castle town centre, the number 89 bus serves the hotel, dropping visitors at the bus stop at the end of the drive. All buses on this route offer level access for wheelchair users. (Link to website of bus company / accessibility information). If you require assistance with luggage on arrival, please call us on XXXX 1234567 and a team member will meet you at the bottom of the drive to carry your luggage.

Getting Here

By taxi:

The taxi rank is directly outside the station and all taxis serving the station are wheelchair accessible.

There are also a number of local taxi companies, all of which have wheelchair accessible vehicles. These are:

- A to B Taxis
Email: atobtaxis@gmail.com
Tel: XXXX 7654321
- Little Castle Cabs
Email: littlecastlecabs@gmail.com
Tel: XXXX 2424242
- Bob's Taxis
Email: bobstaxis@gmail.com
Tel: XXXX 4321234

Nearest airport:

- The nearest airport to the hotel is Dublin Airport, ([link to airports' accessibility information](#)) which is 30km from the hotel.

Ferry port:

- The nearest Ferry Port is at Rosslare ([link to port's accessibility information](#)).

Key Accessibility Features

We want our hotel to be your home away from home and we have a range of accessibility features to support you during your stay which are summarised below.

Information



Accessibility feature name and description

Virtual tour

A virtual tour of the hotel is available below and includes:

- Emerald Hotel Virtual Tour
- The lobby, and the bedrooms and en-suite bathrooms.

We offer accessible bedrooms and en-suite bathrooms as well as our public lounge, bar and dining facilities.

Key Accessibility Features

Information

Key accessibility feature

Map / floorplan showing accessibility facilities

A [map](#) showing public accessibility facilities around the hotel and grounds is available, as is a [floorplan](#) for each of our accessible bedrooms and en-suite bathrooms.

Large-print information on-site

We have the following information in large print:

- An [Accessibility Guide](#) for the hotel
- [Floorplan](#)
- [Menus](#)
- [Safety information](#)

If you would like us to send any of the above to you in advance of your visit, please let us know using the contact details provided.

English Braille or audio information

Information is available in:
English Braille for:

- Menu

Audio format for:

- Hotel Accessibility Guide

If you would like us to send any of the above to you in advance of your visit, please let us know using the contact details provided.

Tactile signage

Tactile signage is available in the form of Braille signage for our toilets, emergency exits and lifts throughout the building.

Key Accessibility Features

Services



Key accessibility feature

Disability awareness or equality training

Disability awareness or equality training is provided for staff on a regular basis.

Assistance available 24 hours

There is 24-hour guest assistance available.

Personal Emergency Evacuation Plan for disabled people

Personal Evacuation Plans are in place for disabled customers. To discuss your plan in advance please contact us. Details of how to get in touch are provided above.

Free familiarisation visits

Free familiarisation visits are available. You are welcome to arrange a visit ahead of booking or visiting to familiarise yourself or others with the venue at no additional cost. Please get in touch using the contact details above to arrange this.

Key Accessibility Features

Facilities and Equipment



Key accessibility feature

Assistive listening system

There is a hearing loop available at the reception counter.

Emergency alarm with flashing lights

There is an emergency alarm with strobe or flashing lights, to alert deaf guests to a fire or other emergency.

Emergency alarm with vibrating pillow pad

There is a vibrating pillow pad alarm to alert deaf & hard of hearing guests in an emergency.

Key Accessibility Features

Facilities and Equipment

Key accessibility feature

Domestic paging system

Domestic paging systems for people who are deaf or hard of hearing are designed to provide alerts for important events, such as alarms and emergencies. These systems typically use vibrations, flashing lights, or amplified sounds to notify users of various occurrences.

These can be requested in advance of your visit by contacting our customer services team on the number provided above.

Facilities for assistance dogs

Facilities are available for assistance dogs.

There are water bowls at the main entrance and the terrace area outside the dining room. There is a designated toilet area approximately 800m from the main entrance to the left of the car park. Poop bags and a bin are also provided.

Designated quiet space or room

A designated quiet room is available on the ground floor next to reception.

Enclosed outdoor area

There is an enclosed outdoor area for customer use outside the terrace bar.

Sensory equipment

Sensory equipment is available in the quiet room and includes:

- Bubble tubes
- Projectors
- Fibre optics lights

Key Accessibility Features

Facilities and Equipment

Key accessibility feature

Wheelchair or scooter loan

Wheelchairs and Trampers are available for visitors and can be borrowed free of charge during your visit. Both can be booked at the reception desk.

Wheelchair or scooter charging point

There is a wheelchair or scooter charging point available in the foyer. Please ask one of our staff members for assistance if you would like to charge your wheelchair or scooter during your stay.

Adapted or accessibility equipment

We have adapted equipment available for our guests which comprises:

- Accessible play equipment in the play area including a level access roundabout and bucket swings.
- A poolside hoist in the leisure centre.

Wheelchair-accessible toilet in public areas

A designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, is available off the reception area.

This has as a minimum:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- An outward opening door with a minimum width of 800mm
- A transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side. Horizontal grab rail positioned on the wall adjacent to the toilet
- An emergency assistance alarm within reach from the floor.

Key Accessibility Features

Facilities and Equipment

Key accessibility feature

Changing Places toilet

There is a Changing Places toilet, which includes an adult size changing bench, toilet, sink and hoist. This is located off the main reception area and can be accessed using a RADAR key.

Key Accessibility Features

Parking



Key accessibility feature

Designated accessible parking

Designated accessible parking bays are available within 50 metres of the main entrance.

Step-free route with firm surface from car park to entrance

There is a step-free route with a firm surface from the parking to the main entrance.

Key Accessibility Features

Building Entrance



Key accessibility feature

Step-free entrance

There is step-free access at the main entrance via a ramp.

Automatic door at accessible entrance

An automatic door is available at the main entrance.

Key Accessibility Features

Access to Public Areas



Key accessibility feature

Step-free access to all or most areas

There is step-free access from the entrance to the following areas:

- Reception area
- Restaurant
- Bar
- Meeting rooms
- Leisure facilities (A ramp leads to this area)
- Accessible Toilet
- Changing Places toilet

Lift

There are lift(s) available to the bedrooms. An evacuation chair is available in case of emergency.

Key Accessibility Features

Restaurant or Dining Room or Bar



Key accessibility feature

Wheelchair-accessible food and beverage outlet

Our wheelchair accessible restaurant, situated on the ground floor, has step free access.

Quieter table

A table located in a quieter area is available, where noise is minimised.

Table service as standard or on request

Table service is available as standard.

Key Accessibility Features

Restaurant or Dining Room or Bar

Key accessibility feature

Dietary requirements catered for

We offer a selection of food for the following dietary requirements:

- Gluten free
- Lactose free

Please discuss with serving staff who can assist you during your visit, or telephone in advance to discuss your requirements.

Key Accessibility Features

Bedrooms and Bathrooms - General



Key accessibility feature

Ground floor bedroom with en-suite bathroom

There are four ground floor bedrooms, all with an en-suite bathroom.

Standard bedroom(s) with an ensuite or separate bathroom with a shower unit or level entry shower

There are eight standard bedrooms with a separate shower unit or wet room, instead of a shower over a bath.

Fridge in bedroom

A fridge is available in all bedrooms in which food, drinks or medication can be stored.

Key Accessibility Features

Bedrooms and Bathrooms - General

Key accessibility feature

Allergy-friendly bedroom

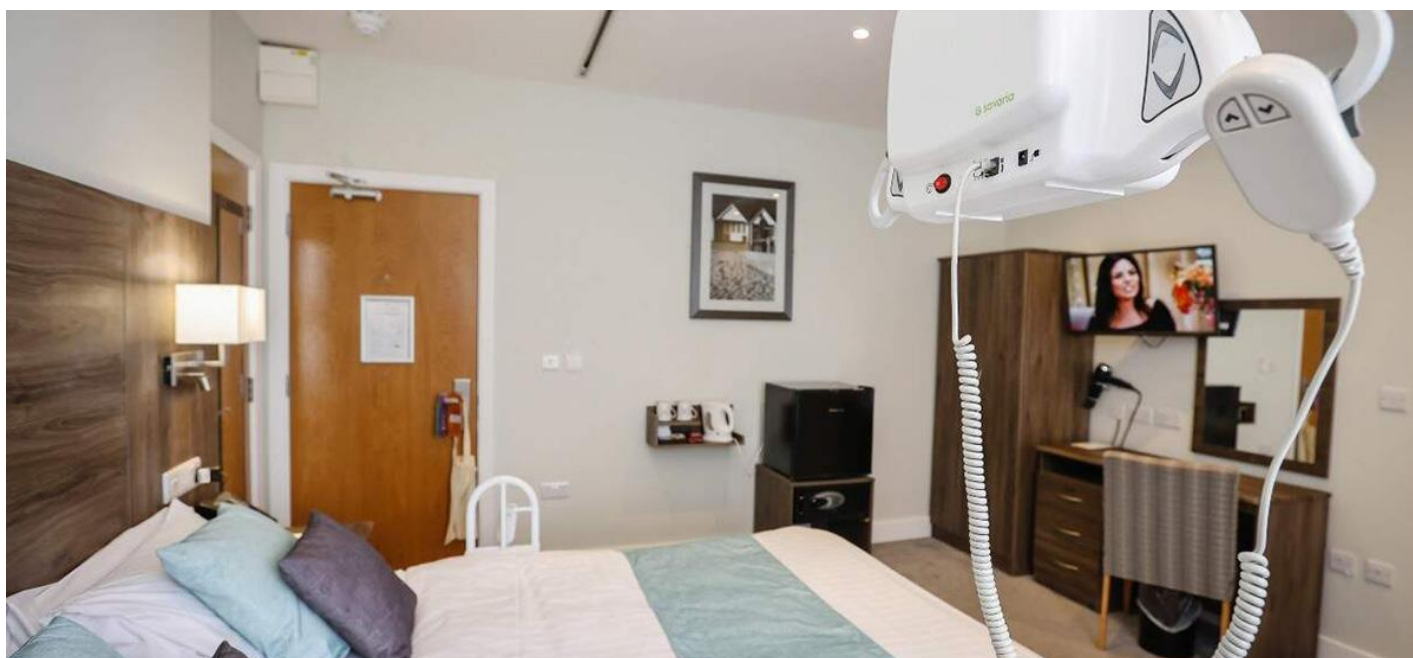
We have two designated bedrooms in which measures have been taken to significantly reduce allergens.

Furniture rearranged in bedrooms on request

To create additional space, furniture can be rearranged on request.

Key Accessibility Features

Wheelchair Accessible Bedrooms and Bathrooms



Key accessibility feature

Wheelchair-accessible bedroom

There are four wheelchair-accessible bedrooms to accommodate wheelchair users and others with mobility impairments.

These have, as a minimum:

- Step-free access
- A minimum door width of 800mm
- An internal circulation space of 1500mm x 1500mm
- Emergency assistance alarm

The bed height is ____mm.

The space underneath the bed (from floor to bed base) is ____mm.

Key Accessibility Features

Wheelchair Accessible Bedrooms and Bathrooms

Key accessibility feature

Electric profiling bed

An electric profiling bed is available in one of our accessible rooms.

Twin or double bed options in wheelchair-accessible bedroom

We have two wheelchair-accessible bedrooms with a twin bed configuration and two with a double bed. Please state your preference when booking.

Hoist

A mobile, gantry or ceiling-track hoist is available for use in all of our wheelchair-accessible bedrooms.

Wheelchair-accessible bedroom with an adjoining bedroom

There is one wheelchair-accessible bedroom with a twin bed configuration which also has an adjoining bedroom if required.

Wheelchair-accessible bathroom with roll-in shower

There are three wheelchair-accessible bathrooms with a level floor, including a roll-in shower.

These have, as a minimum:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- A minimum outward opening door width of 800mm
- Roll-in shower with no obstacles e.g. enclosures
- A transfer space on at least one side of the toilet
- Grab rails by the toilet washbasin, shower, bath
- An emergency assistance alarm.

Key Accessibility Features

Wheelchair Accessible Bedrooms and Bathrooms

Key accessibility feature

Wheelchair-accessible bathroom – bath only

There is one wheelchair-accessible bathroom which has a bath only, with a transfer seat and grab rails, rather than a roll-in shower. (This is the en-suite to a bedroom with a double bed configuration).

This has as a minimum:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- A minimum outward opening door width of 800mm
- Bath with transfer seat
- A transfer space on at least one side of the toilet
- Grab rails by the toilet, washbasin and bath
- An emergency assistance alarm.

Free-standing shower chair

A free-standing shower chair is available if required. Please contact reception to arrange.

Fixed shower seat

There is a fixed shower seat in the 3 bathrooms with a roll-in shower.

Emergency assistance alarm

An emergency assistance alarm is available in all of our wheelchair-accessible bedrooms and wheelchair-accessible bathrooms.

Furniture rearranged in the bedroom on request

To create additional space, furniture can be rearranged on request. Please contact our friendly reception team to arrange.

Gallery of Images

We know how important it is to be aware of accessible facilities available during your visit. This gallery of images will help you to familiarise yourself with the hotel before you visit.

(Gallery of images here)

Sensory Story

Our Sensory Story is also designed to help you familiarise yourself with our venue before your visit and may be particularly helpful for autistic visitors and others.

(See our [Sensory Story Guidelines](#))

Accessible Destination Highlights

We want our guests to have an enjoyable and memorable break with us. We are located in a stunning part of the country with a host of things to enjoy which are accessible and inclusive. These include:

- The Little Castle Theatre ([link](#)): It is wheelchair accessible and offers a range of adapted performances throughout the year including 'Relaxed' sessions and Irish Sign Language signed performances
- The Winding River Trail ([link](#)): A wheelchair accessible trail which leads directly from the hotel entrance and winds its way through the river valley through to Walton with its range of independent shops and cafes
- The Castle ([link](#)): A medieval fortress which offers audio tours and guided tours throughout the season
- Wild and Wonderful ([link](#)): A theme park with a variety of rides and attractions which offers a Changing Places Toilet and Sensory space, along with sensory backpacks for visitors to borrow
- Little Castle Distillery ([link](#)): One of Ireland's smallest independent distilleries, offering level access distillery tours and tasting sessions throughout the year.

If you would like help to put together an itinerary for your stay, please just ask any member of our team.

Disclaimer: The accessibility information provided by these businesses has not been independently verified. We do not guarantee the accuracy or completeness of this information. If you have specific accessibility requirements or concerns, we strongly recommend that you contact the business directly to confirm whether the venue meets your needs.

Emergency and medical information

- The nearest hospital Emergency Department to the hotel is in Little Castle, 2 miles from the hotel.
- The nearest GP Surgery is in Brampton village 1 mile away. The contact number for the surgery is XXX
- The nearest pharmacy is Brown's Pharmacy, also in Brampton village. The contact number of the pharmacy is XXXX
- Clark's Mobility offer equipment rental including mobility scooters and also offer a repair service, including wheelchair and mobility scooter repairs.
- If you require oxygen whilst on holiday, seek Health Service Executive (HSE) advice and talk to your oxygen supplier to ask if they can deliver to the hotel. Guests have previously had oxygen successfully delivered.

Testimonials - What our customers tell us...

We are committed to providing an outstanding experience and love to hear from our guests.

Here are just a few comments from some of our recent visitors:

"The hotel provided an idyllic setting. Being able to use one of the hotel's Trampers to enjoy the beautiful grounds really made our stay, not to mention the amazing food!"

Niamh and Jerry Jones – Colehill

"We stayed in the Fern bedroom which really does offer accessible luxury. The staff were so friendly and couldn't do enough for us – we didn't want to leave! This is our third visit to the hotel and we have already booked for next year!"

Pat and Norman Dornan – Shanagarry

"My wife and I visited for our wedding anniversary. I have dietary requirements, and it made such a difference to see a variety of menu options to choose from, rather than just the one option which is often the case. Would highly recommend."

Bill and Dorothy Wilde

We are constantly reviewing and improving our customer experience, and any changes will be reflected in our Access Welcome Guide.

We welcome your feedback!

If you have any questions or suggestions about accessibility at The Emerald Hotel, please contact us at info@theemeraldhotel.ie or call us at + 353 XXXX 1234567.

This Access Welcome Guide was produced on 16th December 2024 and last updated on 9th June, 2025