



Accessible and Inclusive Tourism



Aghadoe Heights Hotel & Spa



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A warm welcome!



At The Aghadoe Heights Hotel & Spa, we are committed to providing the warmest of welcomes to all guest's.

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 Aghadoe Heights Hotel & Spa, 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 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 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 064 663 1766 or email us at: Info@aghadoeheights.com 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 Aghadoe welcomes!

Brian Bowler

General manager



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: 064 663 1766

Contact us by email on: Info@aghadoeheights.com

Getting Here

By car:

- If you are arriving by car and using a sat nav, our Eircode is V93 DH59
- The Aghadoe Heights Hotel & Spa has it's own private car park with four accessible parking spaces.

By Train:

- The nearest railway station to the hotel is Killarney Train Station which is 5km away from Aghadoe Heights.
- 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 **(064) 66 310 67** to book.

Getting Here

By Taxi:

Here are the details about accessible public transport options, car hire and taxi services:

Accessible public transport and car hire options.

There are a number of local taxi companies and we are happy to provide details on request.

Nearest airport

- The nearest airport to the hotel is Kerry airport, which is 17.4km

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

At the Aghadoe Heights Hotel & Spa we offer accessible bedrooms and en-suite bathrooms as well as our public lounge bar and dining facilities

Key Accessibility Features

Services



Key accessibility feature

- Disability awareness or equality training is provided for staff on a regular basis.
- There is 24-Hour guest assistance available.
- Personal evacuation plan for disabled customers. To discuss your plan in advanced please contact us.
- 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

Facilities for assistance dogs

- There are water bowls at the main entrance and the terrace area outside the view bar.

Enclosed outdoor area

- There is an semi enclosed outdoor terrace for customer in our Lounge Bar

Key Accessibility Features

Facilities and Equipment

Key accessibility feature

Wheelchair-accessible bathroom in public areas

- A designated accessible bathroom designed for wheelchair users, and others with visible and non-visible accessibility requirements, is available in the reception area.
- Step-free access
- A manoeuvring space of 1300mm x 1300mm
- An outward opening door with a width of 800mm
- A transfer space on 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

Parking

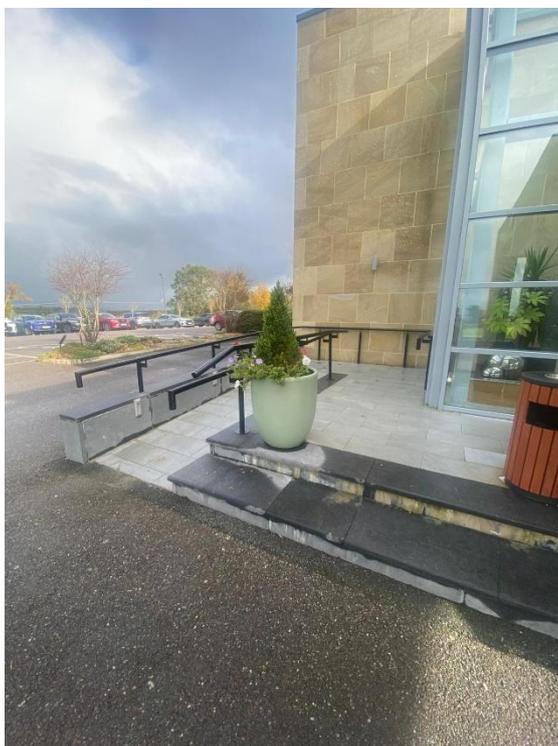


Key accessibility feature

- Designated accessible parking bays are available
- There is a step-free route with a firm surface from the parking area to the main entrance.

Key Accessibility Features

Building Entrance



Key accessibility feature

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

An automatic door is available at the main entrance.

Key Accessibility Features

Access to Public Areas



Step-free access to all areas

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

- Reception area
- Bar
- Meeting rooms
- Accessible bathroom
- Spa

Lift

There is a lift available to the bedrooms.

Key Accessibility Features

Restaurant or Dining Room or Bar



Key accessibility feature

Our Lake Room Restaurant is located on the third floor and is accessible via a portable wheelchair ramp.

While the Restaurant features both raised and lowered sections connected by steps our team is on hand to ensure you are seated in a comfortable and accessible area.

4. Key Accessibility Features

4.8 Bedroom and Bathroom

Ground floor bedroom with en-suite bathroom

At Aghadoe Heights Hotel & Spa we have multiple ground floor bedroom with a en-suite bathroom.

Standard bathroom with separate shower unit.

There are a variation of options available for a standard bedroom, including a separate shower unit or a free standing bath.

Do you have a fridge in at least one bedroom so guests can safely store food, drinks, or medication?

There is a mini fridge in all of our bedrooms where, drinks, and medication can be stored.

4. Key Accessibility Features

4.8 Bedroom and Bathroom

Allergy – friendly bedroom

We have allergy friendly bedrooms on request in which measures have been taken to significantly reduce allergens.

Furniture rearranged in bedrooms on request

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

Key Accessibility Features

Wheelchair Accessible Bedroom and Bathroom

Wheelchair-accessible bedroom

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

- Step-free access
- A minimum door width of 800mm
- An internal circulation space of 1500mm X 1500mm
- Emergency assistance alarm available upon request

The bed height is 70cm

Key Accessibility Features

Wheelchair Accessible Bedroom and Bathroom

Wheelchair accessible bedroom with an adjoining bedroom

We have wheelchair accessible bedrooms with a twin bed configuration which also has an adjoining bedroom if required.

Twin or double bed options in wheelchair accessible bedroom

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

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.



Accessible Destination Highlights

- **Roam Wild:** Offers ADHD and Autism-friendly rock climbing sessions, led by patient guides, ensuring a safe and encouraging space for all visitors.
- **Muckross Traditional Farms:** Provides a hands-on experience with gentle farm animals and open fields, making it suitable for all visitors.
- **Killarney National Park:** Features wheelchair and autism-friendly boat tours, allowing visitors to experience the park's beauty in a comfortable and inclusive manner.

These locations not only provide accessibility but also ensure a memorable and enjoyable experience for all visitors.

"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 University Hospital Kerry in Tralee, 23KM from the hotel.
- The nearest GP surgery is Killarney GP, 4.1 KM away from the hotel. The contact number for the surgery is +353 64 663 2656
- The nearest pharmacy is Allcare Pharmacy, 4.5KM from the hotel. Additionally there is CarePlus Late Night Pharmacy, 6.1KM from the hotel.
- There is a defibrillator on site incase of medical emergencies.

10. Testimonials

Checked in for 3 nights (Fri to Mon) in April for our wedding anniversary. Well signposted, location is lovely on a quiet road from where one can enjoy excellent scenery from a look out spot. Car park is immediately adjacent to hotel door and it is easily wheelchair **accessible**.