



## Accessibility Guide

Welcome to Glenroyal 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 Glenroyal 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.glenroyal.ie](http://www.glenroyal.ie).

### **Email**

Please send an email to [reservations@glenroyal.ie](mailto:reservations@glenroyal.ie) and include information in the subject line of your request.

### **Phone**

Please call the main line [+353 \(0\)1 629 0909](tel:+353(0)16290909) and we will be happy to help.

## Glenroyal Hotel Facilities

Glenroyal Hotel 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.



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



Accessible parking available near all hotel entrances.



Accessible seating on all levels of the hotel including all accessible bedrooms.



Glenroyal Hotel has a wheelchair available to assist anyone who may need it to get to and from their hotel bedrooms, meeting room, restaurant and leisure centre facilities.



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## HOTEL

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## Other Accessibility Information

### Medical & Dietary Requirements

If you are attending an event or dining at Glenroyal Hotel 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 Glenroyal Hotel, 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.

### Assistance Dogs

Assistance dogs are welcome at Glenroyal Hotel. 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 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 Glenroyal Hotel:](#)





### **Parking**

- Glenroyal Hotel has six (6) accessible parking spaces located near the front entrance of the hotel and the leisure centre 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 by the reception desk.
- The reception floor is polished marble with rugs.
- The main hotel has a lift with floor level displays 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 and in the Shoda Cafe female bathrooms.



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### **Accommodation/Guest Bedrooms**

- Glenroyal has 154 bedrooms, three (3) 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.
- There is no under bed height.
- 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.
- An emergency pull cord alarm is provided.
- 'I need assistance' emergency signage available in accessible rooms.

### **Leisure Centre**

- Entrance to the leisure centre is level and step free.
- There is a ramp to the swimming pool deck.
- The jacuzzi and steam room are level flooring.
- There are eight (8) showers in the ladies' level access showers.
- There are seven (7) showers in the men's level access showers including one dedicated accessibility shower for wheelchair users.
- There is a family changing room available.



## 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.
- You can order meals to be served in the guest bedrooms.
- Free Wi-Fi is available throughout the hotel.
- Our staff are trained to serve customers with access requirements.
- We have a defibrillator on site located at Leisure Club 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.