



MANOR WEST HOTEL



# Access Welcome Guide

Manor West Hotel, Tralee

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MANOR WEST HOTEL





At Manor West 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 Manor West Hotel.

At Manor West Hotel, we want every guest to feel truly at home from the moment they arrive. We take pride in the little details that make your stay special, from enjoying delicious dining in our restaurants, to unwinding in our spacious grounds, or setting out to explore all that the surrounding area has to offer.

Our team are carefully selected for their warm, welcoming approach and strong focus on guest care. They are trained to not only meet, but exceed expectations, and are always happy to help in any way they can. We are committed to being accessible to a wide range of guests, and this Access Welcome Guide has been created to provide clear information and help you plan a comfortable stay that 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)66 719 4500 or email us at [info@manorwesthotel.ie](mailto:info@manorwesthotel.ie) so that we can discuss your requirements. We would be delighted to offer our assistance wherever we can.

We look forward to welcoming you and offering you the warmest of Manor West Hotel welcomes.

**Ruth O'Sullivan,**  
General Manager



# Contact Information

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To speak to a member of our friendly team, please contact via telephone or email

Contact us by telephone: 066 7194500  
Contact us by email: [info@manorwesthotel.ie](mailto:info@manorwesthotel.ie)

Follow us on social media: <https://www.facebook.com/manorwesthotel>  
<https://www.instagram.com/manorwest>

  
MANOR WEST HOTEL  
★★★★

# Getting Here

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Manor West Hotel's location in the heart of Kerry makes it easily accessible by road, rail and public transport.

It is approximately 3.5 hours drive from Dublin and just 90 minutes from either Cork or Limerick. Kerry Airport, which has daily flights to Dublin and London (with international connections) is only 15 minutes drive from the Hotel, and there is also an extensive selection of buses and trains with regular services to Tralee.

## Taxi's we recommend

O'Leary's 087 2717518

O'Brien's 086 173 3099 \*Wheelchair Accessible

Dimo Cabs 087 277 4077 \*Wheelchair Accessible

## How to find us by Rail & Bus

Tralee Bus & Railway station is less than 2 km from the hotel. Taxis are available at the station.

## Irish Rail

The nearest railway station to the hotel is at Tralee which is 2.6km.

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 0818 294015 or email [access@irishrail.ie](mailto:access@irishrail.ie) to book.

For train routes, timetables and ticket prices.

Visit the Irish Rail Website.

# Getting Here

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## Bus Eireann

The nearest bus station to the hotel is at Tralee Bus Station which is 2.6km from the hotel.

From Tralee town centre, the Tralee Peoples bus serves the hotel and Manor West Retail Park.

Over 90% of TFI Local Link buses are wheelchair and buggy accessible. Route diversions available for passengers with mobility needs (pre-booking required). Email [info@locallinkkerry.ie](mailto:info@locallinkkerry.ie)

For bus routes, timetables and ticket prices. Visit the Local Link or Bus Eireann Website.

## How to find us by Air

### Kerry Airport

With direct flights from mainland Europe, Britain and Dublin. Charter flights also catered for. Journey Time: 20 minutes – Journey Distance: 18 km

Car Hire at Kerry Airport

Europcar Ireland P: 086 1700650, [www.europcar.ie](http://www.europcar.ie)

Avis, P: 066 9764499, [www.avis.ie](http://www.avis.ie) [reservations@avis.ie](mailto:reservations@avis.ie)

Budget, P: 064 6634341, [www.budget.ie](http://www.budget.ie) [reservations@budget.ie](mailto:reservations@budget.ie)

Hertz, P: 064 6634126, [www.hertz.ie](http://www.hertz.ie)

Payless Car Rental, P: 0667169643 [www.payless.ie](http://www.payless.ie) [info@payless.ie](mailto:info@payless.ie)

Enterprise Rent A Car, P: 0667119304

### Shannon Airport

With direct flights from mainland Europe, U.S.A., Britain and Dublin. Journey Time: 1 hr 30 mins – Journey Distance: 128km

### Cork Airport

With direct flights from mainland Europe, Britain and Dublin. Journey Time: 1hr 30 mins – Journey Distance: 125km

## How to find us by Sea

Ireland has 5 main international Ferry Ports. The closest port to Kerry is the Port of Cork.

# Key Accessibility Features

## Information

We want our hotel to feel like your home away from home. To support a comfortable and enjoyable stay, we offer a range of accessibility features, which are outlined below.



## Large print information on site

We have the following information in large print:

- An Accessibility Guide for the hotel
- Menus

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

## Tactile signage

Tactile signage is available in our lifts.

# Key Accessibility Features

## Services

### **Disability awareness and equality training.**

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

### **Assistance available 24 Hours**

There is 24 -hour guest assistance available.

### **Free Familiarisation Visit**

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

### **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.

### **Facilities for assistance dogs**

Facilities are available for assistance dogs.

There are water bowls and treats available from hotel reception if you are dining with us.

If you are staying with us water bowl, treats, bed and poop bags will be in your room on arrival. Please let us know in advance that you are travelling with an assistance dog.

# Key Accessibility Features

## Facilities and Equipment

### Sensory equipment

Sensory equipment is available from hotel reception. Please note items may vary.

- Rain stick
- Sensory Spikey Rings
- Fidget Spinner
- Pop up animal
- Light Up Push Popper
- Light up bouncy ball
- Textured balls
- Sensory worry stones

### Wheelchair Loan

A wheelchair is available for visitors and can be borrowed free of charge during your visit. Please book through hotel reception.

### Wheelchair - accessible toilet in the public areas

There is one designated accessible toilet available on the ground floor off the reception area.

This has as a minimum:

Step-free access

A manoeuvring space of 1100mm x 1100mm

An inward opening door with a minimum width of 790mm

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.

The width of the floor space at the left side of the toilet is 300mm.

The width of the floor space at the right side of the toilet is 900mm.

The toilet floor is tiled.

An emergency assistance alarm within reach from the floor.

### Baby Changing Facilities

Changing facilities for babies are available in the accessible public bathroom on the ground floor.

The height of the baby changing table is 850mm from ground level.

# Key Accessibility Features

## Parking



### Designated accessible parking

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

We have three marked parking bays outside the hotel main reception.

The route surface is a mixture of paving, asphalt and tarmac.

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

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

### Underground Carpark

There is an underground car park at the hotel with a clearance of 2.1 meters. There is lift access from the underground to hotel reception and bedrooms.

# Key Accessibility Features

## Building Entrance



### Step Free entrance

There is step - free access to the main hotel entrance.

### Automatic door at accessible entrance

There is an automatic door at the main entrance of the hotel. There are safety markings on large glass doors. The entrance is well lit.

Once inside the automatic door there is a push glass door with a width of 740 -1500mm with circle stickers for visibility.

# Key Accessibility Features

## Access to Public Areas

### Step - free access

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

Reception area

Sea Salt Café

Mercantile Bar & Bistro

Meeting rooms

Leisure Club facilities

Terrace

Accessible public toilet

Castlemaine Conference Space

### Lift

There are lifts available to the bedrooms and suites and Castlemaine Conference Space.

The clear opening width of the lift door when fully open is: 900mm wide.

The internal floor dimensions are of the lift cabin are: 1400 x 1400mm

The lift control buttons are at a height of 850-1050mm above floor level.

The lift control buttons are marked in Braille.

The lift stops are displayed visually.

# Key Accessibility Features

## Reception Area/Lobby



### Seating

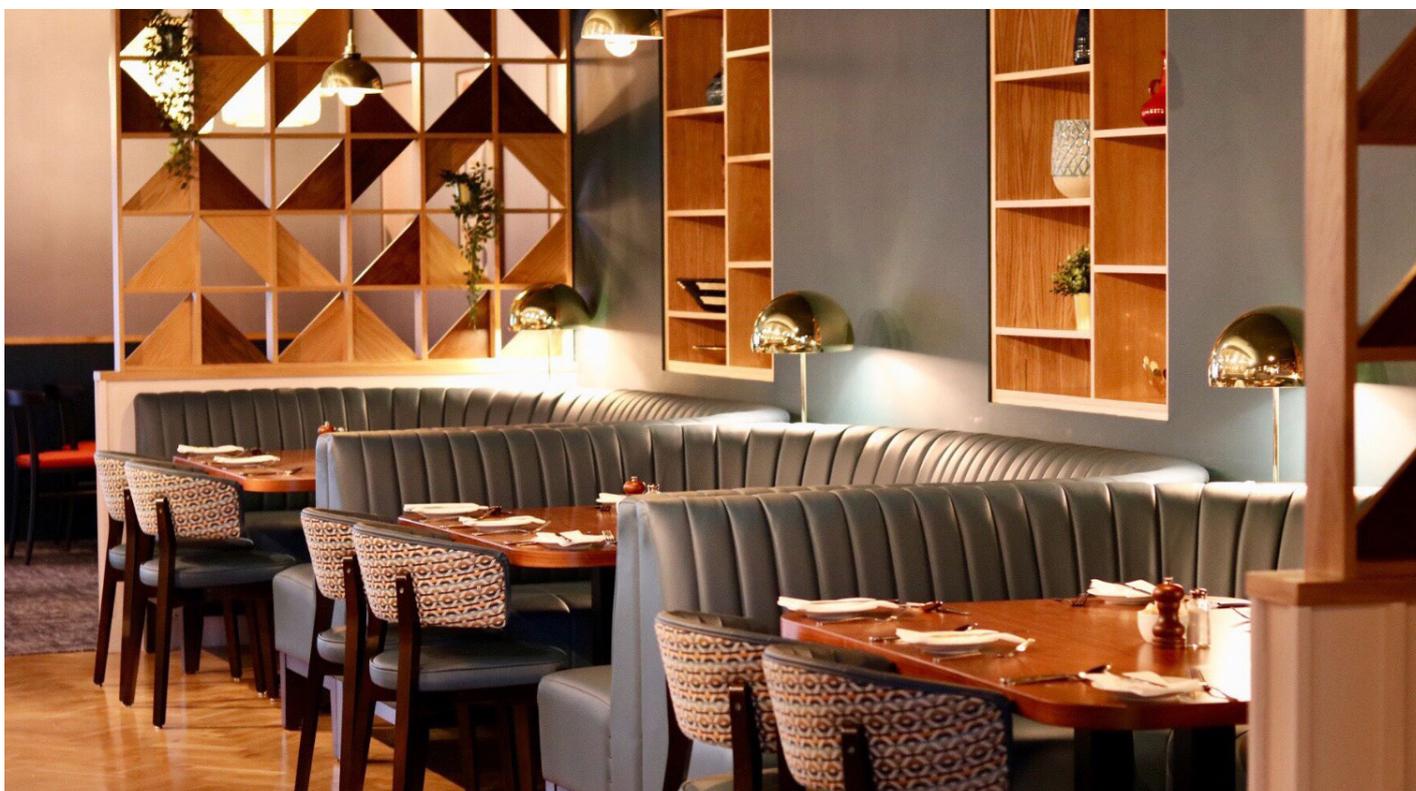
The height of the reception counter is 720 - 1000mm

Our receptionist will welcome you to the hotel, they will check you into your room and direct you to the floor and introduce you to the hotel facilities.

Seating is provided for guests in the hotel lobby.

# Key Accessibility Features

## Bar, Bistro and Café



### Wheelchair - accessible food and beverage outlet

Our wheelchair accessible Mercantile Bar & Bistro is located on the ground floor and has step free access. Sea Salt Café where breakfast, brunch and lunch is served is located near reception on the ground floor and has step free access.

### Quieter table

A table located in a quieter area is available, where noise is minimised. Please ask your server on arrival.

### Table service

Table service is available as standard in the Mercantile Bar & Bistro. Table service is available as standard for brunch and lunch in Sea Salt Café and table service is available on request for breakfast.

# Key Accessibility Features

## Bar, Bistro and Café



### Dietary requirements catered for

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

- Gluten free
- Lactose free
- Vegan

Please discuss with serving staff who can assist you during your stay.

### Mercantile Bar & Bistro

- There is level access to the bar and bistro.
- The door is manual.
- The clear entrance door width is 1700mm (with both doors open).
- The facility is table service.
- The minimum width of passage between tables and chairs is 117cm.
- Free height under the table for knees is 720mm.
- Lighting is good and even.
- We can provide high chairs for babies and small children.
- Large print menus are available.
- Menus describe the ingredients of meals.

# Key Accessibility Features

## Bar, Bistro and Café



### Sea Salt Café

- There is level access to Sea Salt Café.
- The facility is table service for brunch and lunch and self service for breakfast.
- Table service is available on request.
- The minimum width of passage between tables and chairs is 1170mm.
- Free height under the table for knees is 720mm.
- Lighting is good and even.
- We can provide high chairs for babies and small children.
- Large print menus are available.
- Menus describe the ingredients of meals.

### Outdoor Terrace

- There is level access to the Terrace.
- The Terrace has moveable outdoor furniture.
- The tables on the terrace have a clearance of 700mm.
- Food and drinks may be consumed on the terrace.
- Table service is provided.
- There is no smoking on the terrace.

# Key Accessibility Features

## Bedrooms, Suites and Bathrooms - General



### Accommodation / Guest Bedrooms

At Manor West Hotel we have a selection of bedrooms and suites to suit your needs. We have 77 guest bedrooms, there are 42 standard bedrooms, 21 family bedrooms and suites, 10 superior bedrooms and suites and four accessible bedrooms.

We have 35 bedrooms which have wooden floors suitable for persons with allergies. 16 with a shower unit and 61 with a shower over a bath. All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hair dryer, Toiletries, Luggage rack, wardrobe and Room Safe.

### Fridge in Bedroom

A fridge is available in all bedrooms in which medication can be stored.

### Allergy - Friendly Bedrooms

We have 35 designated bedrooms in that have wooden floors to significantly reduce allergens.

### Furniture Rearranged in Bedrooms on Request

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

# Key Accessibility Features

## Bedrooms, Suites and Bathrooms - General

### Wheelchair Accessible Bedrooms and Bathrooms

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 840mm

An internal circulation space of 1500mm x 1500mm

Telephone positioned by the bed

The bed height is 600mm and is not adjustable.

The space underneath the bed (from floor to bed base) is 180mm.

The wardrobe rail height is 1050mm from floor level.

There is an emergency alarm in the ensuite bathroom.

There is a spyhole at 1100mm and 1600mm from ground level.

### Additional bedspace

The accessible bedrooms are King beds as standard, if an additional bedspace is required a single bed can be added by request.

### Wheelchair - accessible bedroom with an adjoining bedroom

The four wheelchair accessible bedrooms are adjoined to another bedroom with a bed configuration of Double and Single or Double and Double - please specify preference on booking.

### Wheelchair - accessible bathroom with roll in shower

There are four wheelchair accessible bathrooms with a roll in shower.

These have, as a minimum:

Step free access

A manoeuvring space of 1500 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

# Key Accessibility Features

## Bedrooms, Suites and Bathrooms - General

Grab rails by the toilet, washbasin and shower

An emergency assistance alarm

The shower has a single lever, wall-mounted tap.

The height of the shower head can be adjusted.

The height of the toilet seat from the floor is 440mm.

The width of the floor space at the user's right side of the toilet is 300mm.

The width of the floor space at the user's left side of the toilet is 1700mm.

The length of the floor space in front of the toilet is 1200mm (on right-hand side).

The toilet has support handrails on both sides (folding at user's left and fixed at user's right).

The height of the free space from the floor to the underside of the washbasin is 600mm.

The length of the floor space in front of the washbasin is 190cm

The lower edge of the mirror is 920mm above floor level.

The bathroom floor is tiled, non-slip

Hairdryer is available in the bedroom.

### **Free - standing shower chair**

A free- standing shower chair is available if required.

Please contact reception to arrange.

### **Emergency assistance alarm**

An emergency assistance alarm is available in the wheelchair accessible bathrooms.

### **Furniture rearranged in bedrooms on request**

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

# Key Accessibility Features

## Leisure Club



### Leisure Club - Gym and Weights Room

The Leisure Club is complimentary to all residents and available for membership.

The Gym is on the ground floor, it is an open plan air-conditioned gym and features a variety of fitness equipment including treadmills, cross trainers, rowers, exercise bikes, stair climber and a weight training studio with various weight machines including squat racks and a selection of free weights.

On the first floor there is a fitness studio and weights room.

These spaces are accessible by lift access.

The width of the door into the studio is 860mm.

The width of the door into the weight room is 760mm.

# Key Accessibility Features

## Leisure Club - Swimming Pool



The pool is 18 metre pool with two swim lanes, a children's paddling pool, underwater loungers, swan jet and jacuzzi.

### Key Accessibility Feature

Entrance to the gym is ground level through a door from hotel reception or the exterior entrance door

Entrance to leisure reception is via a door opening of 81500mm. Leisure counter height for customers is 750mm and who sign in is 1070mm.

There is a controlled access double door from reception to the leisure club facilities, this door can be opened by leisure club staff or with a leisure club membership card.

Entrance to leisure centre changing rooms is via a door opening of 740mm for the ladies and 760mm for the men.

There are six showers in The Ladies with level access. There are three toilet cubicles, one children's toilet. Four wash basins and two hairdryers, one baby changing table and lockers available.

# Key Accessibility Features

## Leisure Club - Swimming Pool

There are four showers in the Gents with level access. There are two toilets, two standard urinals and one junior urinal. Four washbasins, one hairdryer and lockers available in the gents.

Access to the pool area is via an opening of 980mm for the ladies and 980mm for the men's.

Access to the main 18m pool is via a deck walking length of to the shallow end and entrance to the pool water is via 6 steps of 177mm with hand rail available. The depth of the deep end is 1.2m.

Depth of kids pool is 0.3m.

There is an accessible changing room with self-contained shower, sink and toilet available for those with accessible needs and families. Within this unit there is a baby changing and one infant/toddler strapped chair.

## Sauna and Steam Room

Entrance to this area which is for over 18's only is from the pool deck.

- Steam Room entrance door opening of 820mm to access the steam room
- Sauna door opening of 800mm to access the steam room

## Jacuzzi

- The Jacuzzi is located on the pool deck.
- There is one step into the Jacuzzi.
- The height of the step is 250mm
- There is grab rail into the Jacuzzi.

# Key Accessibility Features

## Leisure Club



### The Den Playroom

The Den Playroom is available for children from 3-12 years of age. The Den is open seven days a week from 8am - 8pm and is bookable at reception.

The Den is located on the first floor of the hotel and is accessible through lift access to the first floor.

The Den is level access with an entrance door of 750mm.

The Den is operated at a one family at a time policy and is cleaned after each visit.

There is a selection of imaginative toys, books and activities for children to play with.

There is a soft cushioned sofa for adults to supervise.

# Key Accessibility Features

## Meeting Rooms



### Boardroom Meeting Space

The boardroom is located on the ground floor and has level access.

The door into the boardroom is 850-1700mm wide and is openable with light force.

The table has a 710mm clearance and furniture is moveable.

# Key Accessibility Features

## Meeting Rooms



### Castlemaine Conference Space

The Castlemaine Conference Space is located on the first floor of the hotel.

The space is accessible through lift and stairs.

There is a double door entry to the space.

The tables have a 710mm clearance and furniture is moveable.

There is access to an accessible public bathroom from this space.

The Accessible Bathroom has as a minimum:

Step-free access.

A manoeuvring space of 1500mm x 1300mm.

An outward opening door with a minimum width of 780mm.

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.

The width of the floor space at the left side of the toilet is 300mm.

The width of the floor space at the right side of the toilet is 870mm.

The toilet floor is tiled.

# Key Accessibility Features

## Website Accessibility

The website of Manor West Hotel, [www.manorwesthotel.ie](http://www.manorwesthotel.ie) is accessible to WCAG 2.1 Level AA standard.

WCAG is a set of technical standards that, when followed, improve the accessibility of web content and websites.

Text size change

Screen Reader

Greyscale

High Contrast

Negative Contrast

Light Background

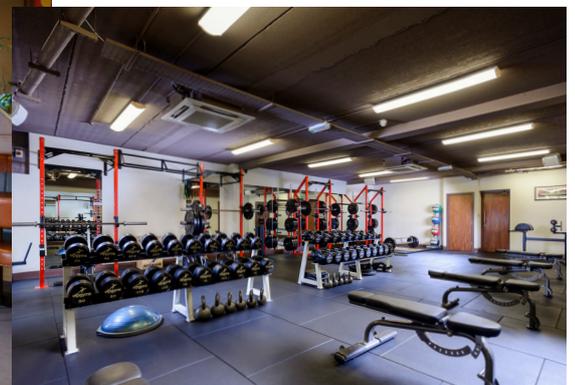
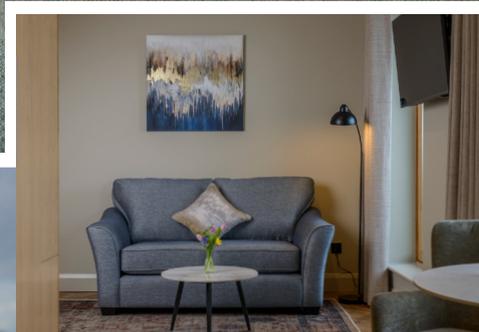
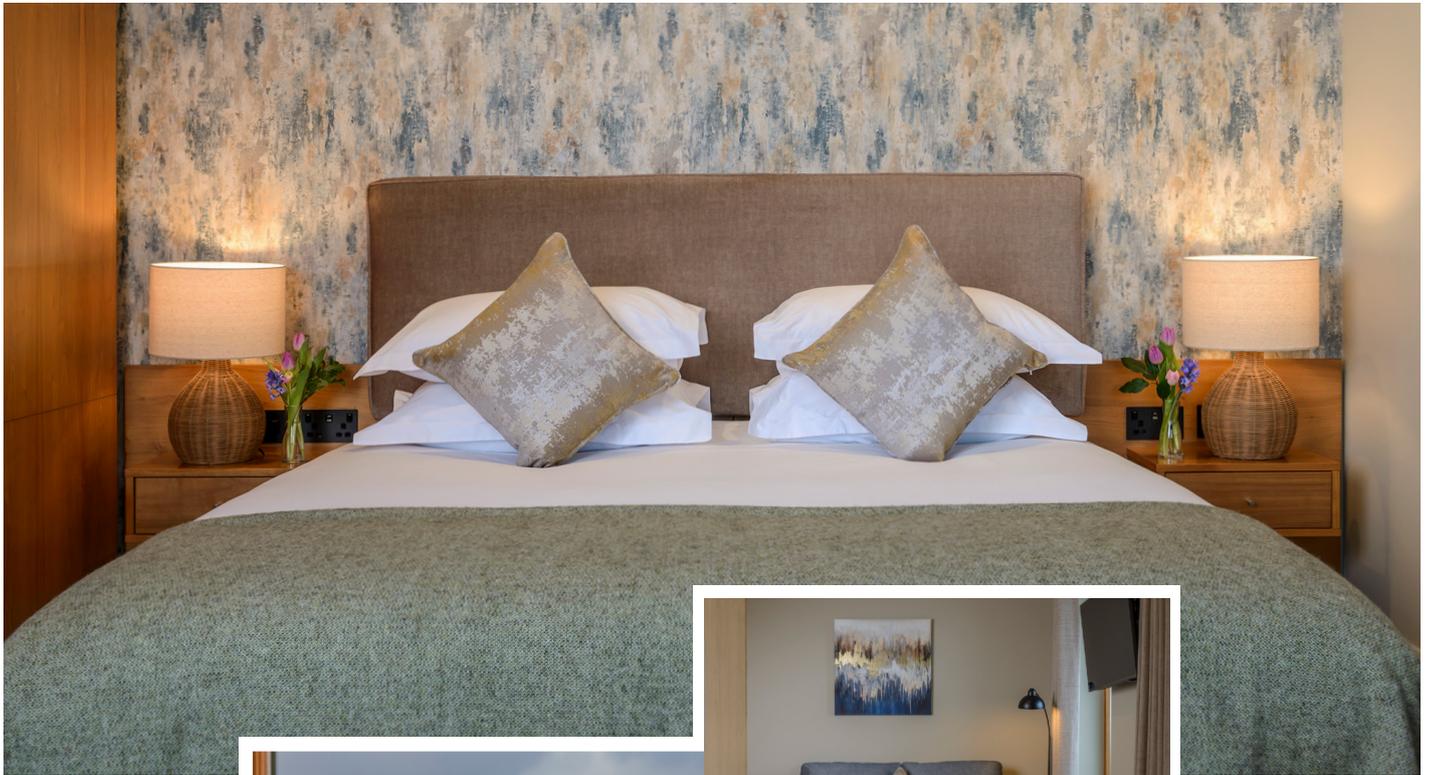
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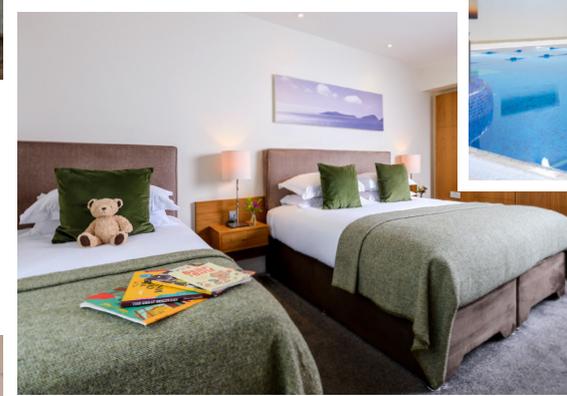
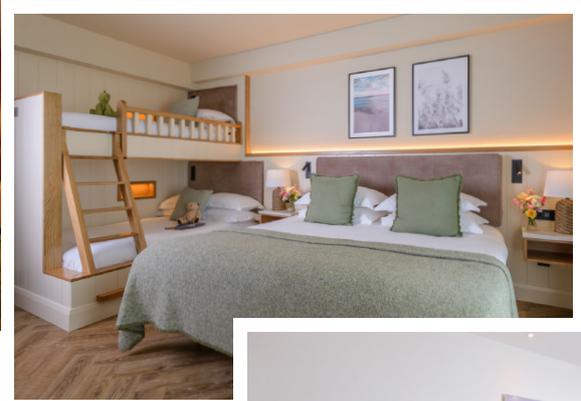
Readable Font

Text Spacing

# 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.





# Emergency and Medical information

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There is a defibrillator available on site in the Leisure Club and our staff have first aid training.

The nearest hospital Emergency Department to the hotel is the University Hospital Kerry, 1.7km from the hotel

The nearest GP Surgery is Manor Medical Centre, 1.5km from the hotel. This is walk in clinic. Contact 066 71 22599

The nearest pharmacy is Sam McCauleys Pharmacy in Manor West Retail Park. The contact number of the pharmacy is 066 71 61250. Shines Pharmacy is open seven days a week from 9am - 9pm and is located 2km from the hotel. The contact number of the pharmacy is 066 71 94361.

O'Flynn Medical provide the rental of mobility scooters and hoist rental. If you require their services please contact 029 21799



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