



Accessibility  
Guide

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# Welcome to Pembroke Kilkenny



At Pembroke Kilkenny, we are committed to providing a welcoming and accessible experience for all guests.

Our aim is simple: to remove barriers where we can and to support you in enjoying your stay with comfort and ease.

This guide outlines the accessible rooms, facilities and services available throughout the hotel. If your specific access needs are not covered here, please contact our Reservations Team. We are always happy to discuss requirements in advance and to explore how we can assist.

We look forward to welcoming you.

## CONTACT DETAILS:

If you have any questions or need assistance at any stage, our team is here to help.

Tel: +353 (0)56 7783500

Email: [reservations@pembrokekilkenny.com](mailto:reservations@pembrokekilkenny.com)



# Getting Here

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## By Car:

- If travelling by car, our Eircode is R95 E40W
- We have complimentary private car parking available

## By Train:

- The nearest railway station is Kilkenny MacDonagh station, which is 2km from the hotel
- If travelling by train, you are advised to contact Irish Rail to ensure that ramped access and passenger assistance is available on your route

## By Bus:

- The Ormonde Road bus stop is across the road from the hotel
- Various routes serve this stop, please check with your bus route provider for access
- A member of our team can meet you on arrival at the bus stop and escort you and your luggage to the hotel

# Key Accessibility Features

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## INFORMATION

### Large Print Information:

We have the following available in large print on request:

- Menus - please ask your server in bar or restaurant
- Registration Cards - please ask at reception
- Safety Information - please ask at reception

## SERVICES

### Assistance Available 24 Hours:

There is 24-hour guest assistance available. For assistance, visit Reception, or dial 0 from the phone in your bedroom or in the corridors

### Emergency Evacuation Plan for Guests with Disabilities or Access Requirements:

Personal or general emergency evacuation plans are in place for guests with disabilities.

### Familiarisation Visits:

Familiarisation visits are available. Guests are welcome to arrange a visit ahead of booking or visiting, to familiarise themselves or others with the venues and facilities at no additional cost.

## **FACILITIES & EQUIPMENT**

### **Wheelchair Accessible Toilet in Public Areas:**

- Step-free access
- A large manoeuvring space
- An emergency assistance alarm within reach from the floor
- Transfer space beside the toilet
- Outward opening door
- Horizontal grab rail positioned on the wall adjacent to the toilet

### **Designated Accessible Parking:**

There is a designated accessible parking bay located directly in front of the hotel's main entrance, providing convenient access for guests with reduced mobility. This space can be reserved in advance to ensure parking as close as possible to the entrance. From the accessible parking bay, guests can reach the main entrance via a step-free pathway. This parking space requires a disability badge to be displayed on your vehicle windshield.

### **Step-Free Route to Main Entrance:**

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

### **Step-Free Entrance:**

There is step-free access at the main entrance and side entrance. An automatic door is also available at both entrances.

## **Step-Free Access to All Areas:**

There is step-free access to all public areas

- Hotel lobby
- Statham's Bar and Restaurant
- Statham's Events Venue
- Mint Medispa
- Ground Floor Bedroom Corridor
- Public Bathrooms
- Outdoor Courtyard
- Business Centre

## **Lifts / Elevators:**

There are two lifts / elevators available providing access to all six floors of the hotel.

## **Stairs:**

The stairs throughout the hotel have handrails.

## **Wheelchair Accessible Food & Beverage Outlet:**

- Step-free access to both the bar and restaurant
- Wide aisles and space for manoeuvring
- Accessible seating areas
- Tables at appropriate heights
- Quieter table available upon request
- Table service as standard

## **Dietary Requirements:**

We cater for all dietary requirements including:

- Gluten free
- Vegetarian and Vegan
- Food allergies

## **Bedrooms:**

- There are three ground floor bedrooms with en-suite bathrooms
- There is one additional ground floor bedroom with wetroom
- Mini fridge available on request to store medication/food/drinks
- Furniture can be rearranged to create additional space on request
- Both double and twin configurations are available across all accessible bedrooms
- There are three accessible bedrooms with an adjoining/interconnecting bedroom

## **Accessible En-Suite Bathrooms:**

- Step-free access
- A large manoeuvringspace
- Sliding doors
- Wet room
- A transfer space beside the toilet
- Grab rails by the toilet, sink and shower
- An emergency assistance alarm
- Firm, level and slip resistant floor
- Free-standing shower chair



  
PEMBROKE  
KILKENNY



# Medical & Emergency Information

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## **Closest GP:**

Patrick Street Medical Centre  
Colles House  
Patrick Street  
+353 (0)56 7761731

## **Closest Pharmacy:**

White's Pharmacy  
5 High Street  
+353 (0)56 7721328

## **Closest Caredoc (Out-of-Hours Medical Help):**

Ayrfield Medical Park  
Granges Road  
+353 (0)818 300 365

## **Closest Hospital:**

St. Luke's General Hospital  
Freshford Road  
+353 (0)56 7785000

**AED available on-site at the hotel**