GLENEAGLE

Access Statement / Access Guide

www.accessibletourism.org

www.universalaccess.ie

Gleneagle, Muckross Road, Killarney, Co. Kerry, Ireland.
Tel: +353 (0)64 6636000 | Email: info@gleneaglegroup.ie

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This Access Statement aims to accurately describe the facilities and services thatwe offer all our visitors and guests and does not contain personal opinions as to our suitability for those who have access requirements. It was updated in February 2026.

If we have not covered your access needs in this document, please contact us on +353 (0)64 6636000 or email: info@gleneaglegroup.ie and we will discuss your needs and will be delighted to offer our assistance where we can.

Orla Steinbeck, Accessibility & Disability Inclusion Officer, Gleneagle Group

Our services

Gleneagle is one of Ireland's leading leisure hotels offering the very best in fun and entertainment year round www.gleneaglekillarney.ie

With a selection of family rooms and suites as well as spacious two-bedroom apartments, Gleneagle can cater for families big and small. There is a choice of bars and restaurants and both the Ballroom and the adjacent Gleneagle Arena regularly host superb concerts and family shows.

Mission Statement

Our mission is to become Ireland's leading leisure provider offering universal access for all.

We believe everyone should be treated equally regardless of age, size, ability or disability including long or short-term health conditions and to provide a welcoming environment for all. We are committed to making all our facilities, services, information, communication, ICT and employment accessible.

To this end we have implemented the following:

- We have partnered with Universal Access® to embed the Accessibility and Disability Inclusion Framework™ across every functional area of our organization.
- We have developed an access policy and an access user guide for our built environment with accurate information which is updated regularly.
- We have an ongoing accessibility and disability awareness training programme to continuously embed disability inclusion into our culture.
- We have invested annually in making our built environment accessible and inclusive.
- We have been awarded the European Network for Accessible Tourism and World Tourism for All Quality Accommodation accreditation.

We commit to:

- Continued extensive investment and resourcing of the Universal Access® Accessibility and Disability Inclusion Framework™.
- Continue to strengthen our accessibility and disability inclusion culture through innovative training programmes, with directors, department managers

and employees.
- Embed universal design approach and process across all functions of our business to provide equitable participation for employees and customers.
- Ensure accessibility is incorporated into procurement process of built environment, products, services and ICT.

- Review digital accessibility of all hardware and software including content.
- Generate annual reports on accessibility and disability inclusion across all functions of our business.

Our vision is making Gleneagle Group accessible and inclusive for people of all ages and abilities and "Leave No One Out."

- We are part of the Valuable 500. Valuable 500 consists of 500 CEOs of major organisations creating the world's biggest community for disability business inclusion. The is securing commitment from 500 global CEO's and their companies worldwide. These 500 CEO's and their companies will work together to make change happen for disability inclusion business.

Where to find our information

We provide information about our venue/service:

- on our Website at www.gleneaglegroup.ie
- as a downloadable document (e.g.PDF)
- in printed formats, e.g. by letter, leaflet
- by telephone
- by E-mail

Please contact our friendly and knowledgeable staff for any information you may require:

Telephone: +353 (0)64 6636000

Email: info@gleneaglekillarney.ie

Booking/Reservations

To make a reservation you can book directly on our website:

www.gleneaglekillarney.ie

or you can call our reservations team on:

+353 (0)64 66 71550

Visiting us

Gleneagle is located on the Muckross Road (N71), on the left-hand side approximately 1km from Killarney town centre. Gleneagle Arena our concert and music venue is situated at Gleneagle.

From Cork take the N22 to Killarney, on reaching Killarney follow signs for Muckross Road N71, the hotel is on the left-hand side approximately 1km from Killarney town centre.

From Kerry Airport, take the N22 towards Killarney and follow the signs for the Muckross Road N71, Gleneagle is on the left-hand side approximately 1kmfrom Killarney town centre.

From Shannon Airport, take the N18 to Limerick, take the N21 to Castleisland, then take the N22 to Killarney and follow the signs for the Muckross Road.

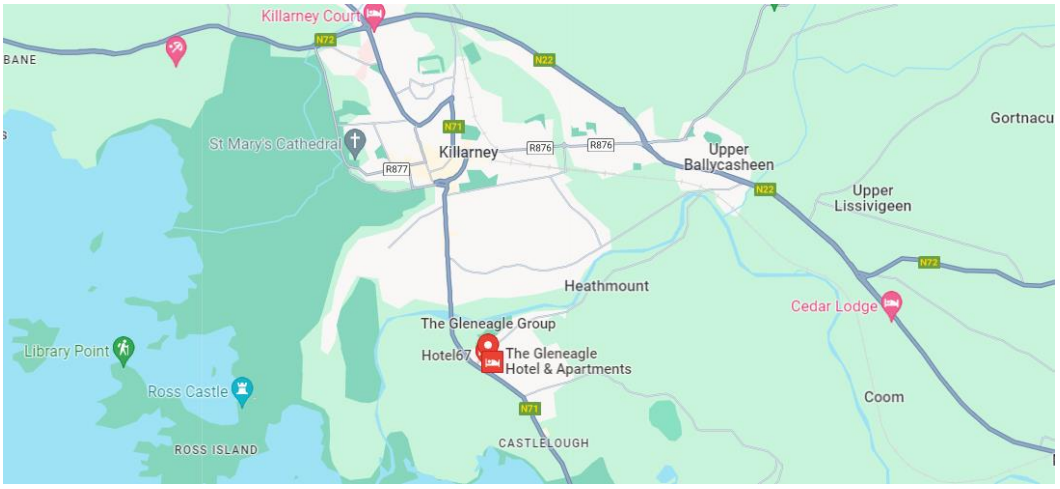
If you are travelling by Train or Bus we provide a complimentary shuttle bus facility from Killarney Train Station for our guests. Our free shuttle bus meets every train from Dublin up to 5pm daily. The Bus is fitted with a ramp for children's buggies, persons using a wheelchair or anyone with mobility issues of all ages.

The approximate distance from bus and train station to the hotel is 1.8 kilometres. There is a drop-off point for passengers directly outside the main entrance.

Gleneagle Shuttle Bus

Map

Link to: Link to Google Map, Gleneagle Killarney:



GPS Coordinates: Lat: 52.0436° N Long: 9.5013° W

Parking Bays Main Car Park

Parking

- We have a private parking area with 3 marked parking bays immediately outside the hotel main reception.
- There are three other parking areas in close proximity to hotel entrances.
- There are 11 designated accessible parking spaces (3 at the main reception entrance, 1 outside lift B, 3 in Arena small Car Park, 3 in main carpark).
- The distance from the designated parking spaces to the main entrance is less than 15 metres, via a smooth, low ramp.
- The route surface is a mixture of paving, asphalt and tarmac, varying in lengths depending on the car space that one has chosen.

Designated accessible parking bays

Main entrance

- The main entrance can be reached by a ramp of 6.15 metres, 158cm wide to the side of the front door.
- The slope of the ramp is 5%.
- The ramp has a double handrail on the left side going up and one single handrail on the right-hand side going up.
- The main entrance door has level access and is automated.
- The main entrance has 5 steps to front if you do not want to use ramp.
- The steps at the main entrance have handrails on both sides.
- The clear width of the ramp is 158cm.
- The main entrance door is automatic, sliding, with an opening width of 160cm.
- There are safety markings on large glass doors or windows to avoid people walking into them by accident.
- The entrance is well lit.
- The entrance is covered/sheltered.

Main Entrance Ramp

Reception area / lobby

- Seating is provided for guests.
- The height of the counter is 116cm.
- There is a Concierge Desk and chairs where persons using a wheelchair andany other customers that may like to sit down while checking in to the hotel.
- There are armchairs and sofas opposite the reception.
- The free space below the desk is 80cm.
- The reception floor is tiled.
- Our reception has a hearing loop system.

Moving around the venue

Signage

- We have clear, legible signage to help you find you way easily and safely to your room. All areas of the hotel are indicated using tactile braille signage.
- All our function rooms, the breakfast/dining room and meeting rooms are clearly signposted.
- Guest rooms have a tactile, metal room number on the door.

Signage

Corridors and access routes

- There is step-free access throughout the hotel with the exception of the Backstage Bar, O.D's Restaurant, the Library and the public toilets (adjacent to the Library).
- The minimum width of corridors and access routes is 76cm at the door which leads to rooms 126 to 136.
- The floors of the corridors/access routes are carpeted.

Ramps and Indoor slopes

Gleneagle is 69 years old this year and over the years the original building has been supplemented with many new rooms and facilities. You will find some slopes between some of the areas.

- Sloping corridor with carpet going upwards from the reception area to the guest rooms, towards Lift B of 7.5 metres, with maximum slope of 7%. There is a handrail on both sides. Our staff can assist a person using a wheelchair if needed.
- Sloping corridor with carpet going downwards from reception area to Lobby, Green Room, TV Room, Fiadh Restaurant. Slope is 6%, length: 4.5 metres.
- Sloping corridor with carpet from Lobby going upwards to The Ballroom (upper entrance), Shop and towards Arena. General slope is 9% over a length of 9.5 metres, with handrail on one side. The top slope is 15% over a distance of 40cm.
- The carpet has been fixed taking into account LRV in order to indicate changes of slope for visually impaired.
- There is an alternative route with a fully accessible ramp available betweenthe Mangerton and Ballroom. General slope is 7.69% over a length of 4 meters with a turning point of 2.5 meters and a general slope of 7.6% over a length of 3 meters long. A handrail is fitted to one side.
- Our staff can assist a person using a wheelchair or with a wheelchair if needed.

Ramps in Corridors

Alternative Route from Reception to Mangerton, Ballroom & Arena via accessible ramp

- Sloping corridor with carpet going upwards to Mangerton Suite, slope is 9% overall length of 3.86 metres, with handrail on the right. There is an alternative entrance with two steps, 17cm. high with handrail.
- Sloping corridor with tiled surface from the Lobby and Green Room to Leisure Centre, going upwards over 30 metres, with two landings part-way, with a maximum slope of 11%. Handrails are fitted on one side and there are two handrails at the steeper slope over a distance of 179cm.
- Sloping corridor at Leisure Centre Entrance (internal route from hotel) with mat, slope 7%, length 3.15 metres, with two handrails.
- Sloping corridor with carpet going upwards towards beauty salon and Lift C, slope 7% over a length of 8.27 metres. No handrails.

Steps and stairs

There are steps in some areas and between levels in some function rooms. All steps are equipped with handrails, except where noted below.

- The Ballroom. There are 3 flights of steps between the upper and lower levels of the seating areas. Steps are 18cm high. Seating on the upper and lower areas can be reached by a step-free route.
- The Library. 2 steps up from the reception area, each 13 cm high. There are handrails on both sides. There's 4 steps down to the lobby by Green Room, 13 cm per step.
- The Mangerton Suite has two steps down to the dance floor, each 15cm. A

mobile ramp is available.

- Backstage Bar. Staircase to the bar with 3 steps towards the bar and 5 steps towards the shop side. Steps are 17cm high. Handrail is in centre of the staircases. Width of passage is 230 cm.
- Backstage Bar patio (outdoors). 8 steps of 15 cm. from car park 2 to patio, with handrails. There are also 3 small steps to the bar entrance doors from the patio.
- O.D's Restaurant. Access is from inside the Backstage Bar. There are 2 steps and then a further 8 steps, each 15cm. high. There is no handrail at lower steps and only on right side for upper steps.

Lifts

- There are lifts to all guest room and meeting room floors, giving easy access to all our customers
- There is a semi accessible lift to the Backstage Bar and OD's Restaurant
- The clear opening width of the lift door when fully open is:
- Lift A. 79cm. wide.
- Lift B. 86cm. wide.
- Lift C. 100cm wide.
- Lift to Hotel67. 90cm wide

The internal floor dimensions of the lift cabins are:

- Lift A. width 103cm. X 136 cm depth.
- Lift B. width 123cm X 191 cm depth
- Lift C. width 110cm X 130 cm depth
- Lift to Hotel67. width 109 cm x 143 cm depth
- Backstage Bar Lift. width 142cm x 109cm depth
- The lift control buttons are at a height of 92cm. above floor level.
- The lift control button for the Backstage Bar are at a height of 1m above floor level.
- The lift control buttons are marked in Braille.
- The lift stops are announced audibly and displayed visually.

Public use accessible toilets

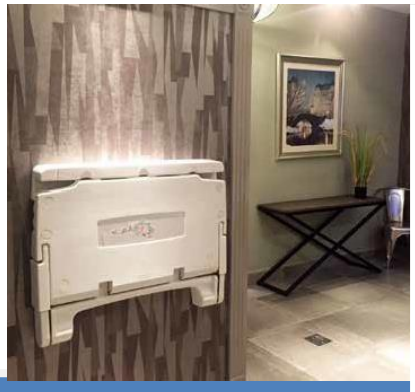
There is one public use accessible toilet.

Accessible toilet

- There is an automatic push button entry into the accessible toilet.
- The toilet door clear width when open is 87cm.
- There is one support handrail beside the toilet on the user's right-hand side.
- The height of the toilet seat from the floor is 48.5cm.
- The width of the floor space at the left side of the toilet is 30cm.
- The width of the floor space at the right side of the toilet is 114cm.
- The length of the floor space in front of the toilet is 174cm.
- Height of the free space from the floor to the underside of wash basin is 61cm
- The length of the floor space in front of the wash basin is 147cm.
- The lower edge of the mirror is 96cm above floor level.
- The toilet floor is tiled.
- There is an emergency pull cord alarm in the toilet.

Baby-Changing Facilities

- Changing facilities for babies are available in the men's and women's toilets adjacent to the Library
- Baby-changing facilities in women's (left) and men's (right) toilets.



Accommodation / Guest rooms

- We have 289 guest rooms, 7 fully accessible rooms, 3 of which have wooden floors suitable for persons with allergies. 107 rooms have walk in showers with a further 85 rooms with wooden floors suitable for allergies. All rooms are equipped with tea/coffee making equipment, TV, telephone, hair dryer, toiletries, luggage rack, wardrobe and room safe.

Accessible Guestroom

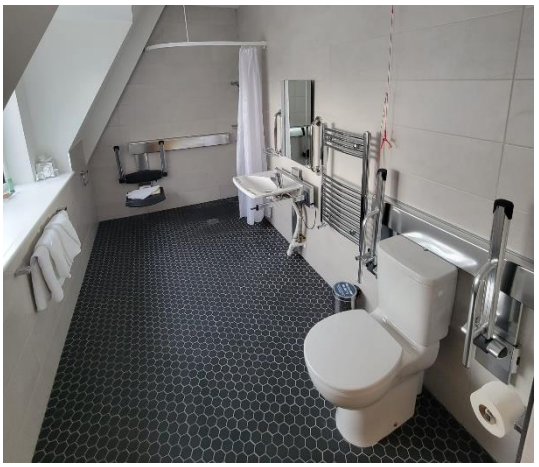
Accessible guest rooms

- 7 guest rooms are accessible for customers using a wheelchair with en-suite bathroom and roll-in shower.
- 107 guest rooms are specifically suitable for people with walking difficulties with en-suite bathroom and shower tray with a raised edge.
- 4 guest rooms are more spacious with en-suite bathroom and a bathtub.
- 7 Rooms with amble disabled features in the bathrooms
- The clear opening width of the guestroom door is 84 or 86cm, depending on the room.
- The room has a thin carpet or a vinyl floor covering making it easier to negotiate with wheelchairs and buggies.
- The room key is an electronic card type.
- Single and double beds are available.
- Bed height to top of cover is 58cm.
- Height under the bed is 17cm.
- The free floor space at the side of the bed is 60cm.
- Free floor space in front of the bed (foot end) is 120cm.

- The bed height is not adjustable.
- The wardrobe rail height is 130cm from floor level.
- Electric sockets and switches are at a height of 69cm above floor level.
- There is an emergency alarm in the en-suite bathroom.
- Guestroom furniture is moveable, and we will be happy to adjust your room to your requirements

En-suite Bathrooms (typical room with roll-in shower)

- The clear opening width of the door is 80cm.
- The door is opening inwards.
- There is a level access (roll-in) shower.
- We provide a non-slip shower mat.
- The size of the wet shower area is 100 cm x 130cm
- The free area next to shower for transfer to shower seat is 100cm x 190cm
- The shower has support handrails.
- A fixed shower seat is provided at a height of 48cm.
- A movable shower chair can be provided.
- 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 48cm.
- The width of the floor space at the user's right side of the toilet is 40cm.
- The width of the floor space at the user's left side of the toilet is 178cm.
- The length of the floor space in front of the toilet is 34cm (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 wash basin is 71cm.
- The length of the floor space in front of the wash basin is 190cm.
- The lower edge of the mirror is 99cm above floor level.
- Hairdryer is available in the bedroom.
- The bathroom floor is tiled, non-slip
- There is an emergency pull cord alarm system in the bathroom.



Typical en-suite bathroom with roll-in shower (Rooms 521 & 552)

Restaurant / Breakfast Room

Fiadh Restaurant

- There is level access to the room.
- The door is manual.
- The clear entrance door width is 140cm (with both doors open)
- The facility is self-service (for breakfast). Waiter service is available.
- The minimum width of passage between tables and chairs is 117cm.
- The height of self-service counters is 72cm.
- The tables are rectangular.
- Free height under the table for knees is 71cm or 64cm, depending on the tables.
- Lighting is good and even.
- We can provide high chairs for babies and small children.
- There are contrast markings on large glass windows or doors.
- Large print menus are available.
- A tablet with "Read Aloud" app is available for reading menus.
- Pictorial menus are available.
- Menus describe the ingredients of meals.
- Our menu includes meals for people who require special diets.
- We can provide meals for people who require special diets upon request.

Fiadh – Restaurant and Breakfast Room

Leisure Centre – Gleneagle Leisure

Swimming Pool

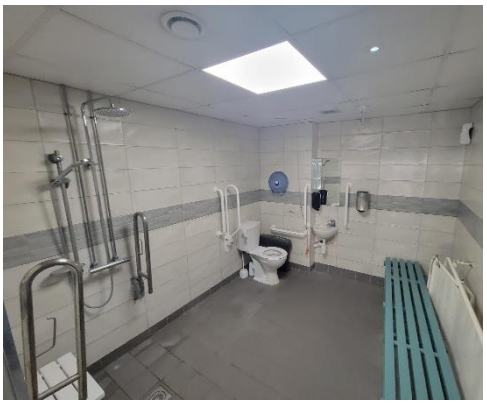
- Entrance to the Pool viewing area is via a door opening of 86cm (small ramp step down).
- Entrance to leisure reception is via a door opening of 80cm. Leisure counter height for customers who sign in is 110cm and we have an induction loop system available. The counter has a wheelchair accessible area.
- Entrance to leisure centre Lobby is via a door opening of 89cm and the changing rooms are to the right.
- Entrance to leisure centre changing rooms is via a door opening of 74cm for the ladies and 71cm for the men.
- There are 4 showers in the Ladies level access the shower, there are 3 toilet cubicles, 2 wash basins and 2 hairdryers and lockers available.
- There are 3 showers in the Gents. 2 with a step of 12cm to access shower area, 1 with level access to the shower. There are 2 toilets, 2 urinals and 2 washbasins 1 hairdryer and lockers available in the gents.
- Access to the pool area is via an opening of 107cm for the ladies and 82cm for the men's and past 6 lobby showers (4 for adults and 2 for children). The opening to

pool area is 150cm

- Access to the main 25m pool is via a deck leading to the shallow end (0.9m). Entry to the pool water is via 6 steps of 16cm (Please note: No handrail available)
- The depth of the deep end is 1.2m and the pool is 25 x 13m.
- Access to kids pool is available from pool shower lobby exit and has a step of 59cm into the water from the middle of kids pool. Depth of kids pool is 0.6m to 0.9m
- There are 3 family changing rooms which are self contained with gated access to the pool deck
- There is a fully accessible changing room with self contained shower and toilet.

Leisure Reception

Accessible Changing Room



Swimming Pool

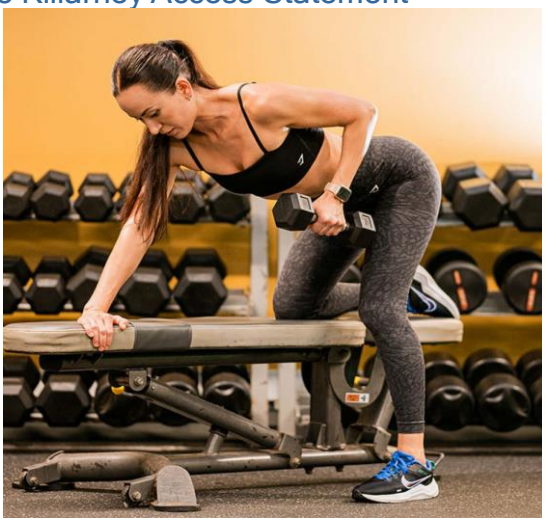
Sauna and Steam Room

Entrance to this area which is for over 18's only is to the left of pool lobby showers with a deck walk length of to an entrance door opening of 86cm to access the steam room (Door opening of 78cm and sauna (door opening of 61 and step into height of 13.5cm and up 4 steps to the Jacuzzi with handrail in the middle available. There is a cold shower available in this area with a step height of 17cm to access.

Gym

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

Gym



Squash Courts

- 2 squash courts
- Squash Court Length: 9750 mm plus or minus 10mm.
- Squash Court Width: 6400 mm plus or minus 10mm.
- Squash Court Height: 5640mm.
- 1 step down into carpeted area before squash court entrance measuring 59cm in height.
- Both squash courts have doors measuring 78cm in width.

Squash Courts

Outdoor facilities

Pitch & Putt

- 18 hole Pitch & Putt course holes vary between 25 metres and 30 metres in length.
- Concrete slab pathway leading to first hole grass surface beyond that.
- Concrete lined tee boxes with rubber padded tee placement area 1 by 1 metre in size.

Pitch & Putt

Tennis

- 2 savannah surface tennis courts. The court is 78 feet (23.77 metres) long. Its width is 27 feet (8.23 metres) for singles matches and 36 feet (10.97 metres) for doubles matches.
- There is 1 step down into each court of 39cm along with a concrete slab pathway leading into each court.

Tennis Courts

At the hotel

This section refers to our customer service, physical access and other accessibility information

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.

Our services include:

Reception and room service

- We offer 24-hour reception call service.
- We offer room service.
- Free Wi-Fi is available throughout the hotel.
- You can order meals to be served in the guest room.
- Our staff are trained to serve customers with access requirements.
- There is a hearing loop at the reception desk for people with hearing aids.
- We have a defibrillator on site located at reception and one at Gleneagle Leisure
- 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.

Equipment as part of our services

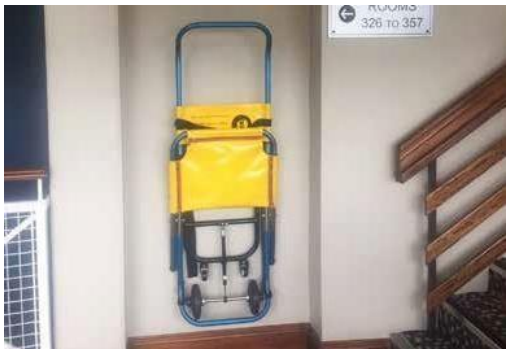
- You can borrow a wheelchair at our hotel (advanced notice required).
- You can borrow a portable shower seat at our hotel.
- We provide a vibrating alarm for guests with hearing impairments.
- We provide a vibrating pillow-pad for guests with hearing impairments.
- We have a sensory box that you can book in advance if required
- We have a defibrillator on site located at reception and our staff are trained in using it.
- We provide 24/7 first aid cover
- If you require any further equipment to hire, contact our access officer

Assistance/guide dogs

- Assistance and guide dogs are allowed and welcome on our premises.
- We provide water bowls for assistance/guide dogs.

Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.



Accessible Transfers and Taxi

- We provide continuous transfers with our own accessible bus.
- Should you require a wheelchair accessible taxi please contact Macs Taxi.
- Denis McCarthy on 087 6387342. Booking in advance is advisable.

Meeting Rooms (MOD Suites)

- Gleneagle has 5 multifunctional meeting rooms located near Gleneagle Arena with stair access and lift access.
- Lift access is through Gleneagle Arena and a platform lift to the meeting rooms.

MOD Suites Board Room Set Up

MOD Suites Theatre Set Up

MOD Suites Hallway

MOD Suites Platform Lift