



### **Clayton Hotel Galway Disabled Access**

We are delighted to advise our customers that we have made a commitment to support equality and accessibility. With this in mind, we are delighted to advise that we offer the following facilities for guests with a perspective on disability including:

#### **Arrival and Car Parking Facilities**

- We offer our accessible car parks and routes into the premises with a number of designated disabled parking bays. These disabled parking bays are located close to the main entrance of the hotel.

#### **Main Entrance & Reception**

- Clipboards are available to assist any guests who have difficulty accessing the Reception desk.
- We have at least one small table and one or two chairs provided for checkin if required, additional seating is provided in or coffee dock area located next to Reception.
- Induction loops can be made available.
- Familiarisation tours of the building can be provided upon request.
- Guests are advised to inform Reception at check in if they will require any assistance in the event of a fire evacuation.

#### **Bar & Restaurant**

- Our Hotel Bar & restaurant have accessible toilet facilities. These toilets are provided with grab rails, adequate transfer space, and accessible sinks with lever taps and emergency alarm pull cords.
- Large print menus and portable induction loops are available in our restaurants upon request. Our Team Members will also be happy to take guests through the menu options if requested.
- Table service is provided in both our bar restaurant.
- In our restaurant where breakfast is a self service buffet, our Team Members will be happy to provide assistance upon request.
- A range of seating options is provided throughout our bars and restaurants, offering a reasonable degree of choice and flexibility.
- Televisions in our bar area can be set to display subtitles and these can be displayed upon request.

## **Meeting, Function & Conference Rooms**

- We also offer accessible conference facilities with tables to accommodate wheelchair users
- Meeting rooms at Clayton Hotel Galway are provided with accessible toilets. Portable hearing loops are available for use in the meeting room(s) upon booking.
- Our main ballroom is located above the ground floor, the fire evacuation procedure may involve wheelchair users being directed to a safe refuge in the first instance. Evacuation chairs are available to assist in the evacuation of guests should this become necessary.
- If you wish to book a meeting room or a conference room at Clayton Hotel Galway, please notify the function or conference organisers in advance if any particular services are required.

## **Bedrooms:**

- Clayton Hotel Galway offer a number of bedrooms designed for use by disabled persons.
- The accessible bedrooms are mostly located close to Reception or a lift lobby.
- All of our accessible bedrooms have en-suite bathrooms
- The bedrooms are designed to allow wheelchair users adequate space to travel around the room and manoeuvre their wheelchair.
- A clear space to allow transfer from a wheelchair to the bed is provided on one side of the bed.
- Unfortunately, Clayton Hotel Galway cannot provide mobile hoists in bedrooms. However, should a guest wish to bring their own mobile hoist we may be able to arrange to have the bed raised to accommodate its use, if given sufficient advance notice of this at the time of booking.
- All bedrooms are provided with a desk and chair. Where space permits a tub chair and small table may be provided upon advance request. If during your stay you would like the bedroom furniture rearranged, or an item of furniture removed or provided, please contact Reception and we will do our utmost to assist.
- Accessible storage facilities are provided in all bedrooms.
- Televisions with a remote control are provided in all bedrooms. These televisions have the facility to display subtitles.
- The entrance doors to accessible bedrooms are fitted with wide angle door viewers (spyholes) at both seated and standing levels.
- All accessible bedrooms are provided with emergency assistance alarms.
- Fire evacuation procedures are displayed on the back of the bedroom door. Guests are reminded to inform Reception if they would require any assistance in the event of a fire evacuation.
- All of our hotel bedrooms are Non Smoking.

**Bathrooms:**

- All of our accessible bedrooms have en-suite bathrooms, with wide entry doors for ease of access.
- The dimensions of these bathrooms provide adequate turning space for a standard wheelchair.
- The toilet in the bathroom is provided with grab rails.
- Wet room facilities are available in some of the accessible bedrooms. These wet rooms have a level access shower rather than a shallow bath. If the use of a wet room is particularly important to you, we strongly recommend that you check availability with the hotel at the time of booking.
- All accessible bathrooms are fitted with accessible sinks, with lever taps.
- Soap is provided in soap dispensers. However, bars of soap can be obtained from Reception upon request.
- All accessible bathrooms are provided with an emergency assistance pull cord.
- Bathroom floors are of a non-slip material.
- Bath mats are available from Reception upon request.

**Additional Information:**

- Assistance dogs are welcome at the Clayton Hotel.
- All Clayton Hotel Galway Team Members receive disability awareness training.
- Should you require assistance during your stay please contact Reception and our team members will be happy to do all that they can to assist

**For full details or for any questions or queries, please contact:**

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