

Accessibility Policy

Our Commitment

At **Shearwater Hotel & Spa**, we are committed to providing a welcoming, inclusive and accessible environment for all guests. We believe everyone should be able to enjoy our facilities, services and hospitality with dignity, independence and respect.

We are committed to promoting equality of access and providing reasonable accommodation wherever practicable, in accordance with the Equal Status Acts 2000–2018 and recognised best practice within the Irish hospitality industry.

Accessibility is an ongoing commitment, and we continually review our facilities, services and staff training to improve the experience of all guests.

Before You Arrive

We encourage guests with accessibility requirements to contact us before their arrival. This enables our team to discuss individual needs and ensure the most suitable accommodation and services are available.

Our team can provide information regarding:

- Accessible bedrooms and bathroom facilities
 - Parking and arrival arrangements
 - Lift access
 - Leisure Centre and Spa accessibility
 - Restaurant seating arrangements
 - Dietary requirements and allergens
 - Assistance available during your stay
 - Local accessible transport options
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Arrival and Parking

The hotel provides designated accessible parking spaces located close to the main entrance.

Guests arriving by taxi or private vehicle may be dropped off directly outside the main entrance.

The main entrance is ramped and provides convenient access to Reception.

Should assistance be required on arrival, our reception team will be pleased to assist with luggage and check-in.

Reception

Our reception team is trained to provide courteous and respectful assistance to guests with additional needs.

Reception staff can assist with:

- Check-in and check-out
- Carrying luggage
- Directions throughout the hotel
- Access to hotel facilities
- Emergency arrangements
- Taxi bookings
- Local accessibility information where available

Alternative methods of communication can be used where appropriate.

Accessible Bedrooms

The hotel offers accessible bedrooms designed for guests with reduced mobility.

Accessible rooms are available subject to availability and include features such as (where applicable):

- Wider doorways
- Level access
- Additional circulation space
- Accessible en-suite bathroom
- Grab rails
- Emergency assistance alarm
- Space suitable for wheelchair manoeuvring

Guests are encouraged to discuss any specific requirements prior to arrival to ensure the most appropriate room is reserved.

Bathrooms

Accessible bathrooms may include:

- Level access or low-threshold shower
- Shower seat (fixed or portable)
- Grab rails
- Lever-operated taps
- Accessible wash basin
- Emergency assistance pull cord
- Non-slip flooring

Availability of specific features may vary between rooms.

Public Areas

Our public areas are designed to be as accessible as reasonably practicable.

These include:

- Step-free access to principal facilities
- Lift access to accommodation floors
- Wide circulation routes throughout public areas
- Accessible public toilet facilities
- Accessible seating throughout the hotel

Where physical limitations exist due to the building's original design, our team will provide assistance wherever possible.

Restaurant and Bar

Our restaurant and bar welcome all guests.

We are pleased to provide:

- Accessible seating
- Assistance with table selection where required
- Information regarding allergens and dietary requirements
- Staff assistance throughout your dining experience

Our chefs will endeavour to accommodate dietary requirements and food allergies wherever reasonably possible. Guests are encouraged to notify us in advance.

Conference, Events and Weddings

We aim to ensure our conference and event facilities are accessible for delegates and guests.

Where possible we can assist with:

- Accessible seating arrangements
- Reserved access routes
- Dietary requirements
- Assistance from our Events Team
- Alternative room layouts where appropriate

Organisers are encouraged to discuss accessibility requirements during the planning stage.

Leisure Centre and Spa

Our Leisure Centre and Spa aim to provide an enjoyable experience for all guests.

Facilities may include:

- Accessible changing facilities
- Accessible toilets
- Assistance from trained staff

Certain spa treatments or leisure facilities may not be suitable for all guests due to medical or mobility considerations.

Guests are encouraged to discuss individual requirements before booking treatments or using leisure facilities.

Pool hoist or assisted pool access can be arranged.

Guests with Reduced Mobility

We are committed to supporting guests with mobility impairments by providing reasonable assistance throughout their stay.

Assistance may include:

- Luggage assistance
 - Access guidance
 - Restaurant seating
 - Access to meeting rooms
 - Assistance during emergency evacuations
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Guests with Visual Impairments

Where reasonably practicable, we will:

- Verbally explain hotel facilities
- Assist with orientation around the hotel
- Read important information upon request
- Provide assistance locating facilities

Guide and Assistance Dogs are welcome throughout the hotel.

Guests with Hearing Impairments

We aim to communicate in the most appropriate manner for each guest.

Where available, facilities may include:

- Written communication
 - Visual emergency information
 - Text or email communication where appropriate
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Assistance Dogs

Certified Assistance Dogs are welcome throughout the hotel in accordance with Irish legislation.

Water bowls can be provided upon request.

Fire Safety and Emergency Evacuation

The safety of our guests is our highest priority.

Guests requiring assistance during an evacuation are encouraged to notify Reception upon arrival.

Where appropriate, Personal Emergency Evacuation Plans (PEEPs) can be discussed with guests to ensure suitable arrangements are in place during their stay.

Our staff receive regular fire safety training and emergency procedures include provisions for assisting guests requiring additional support.

Staff Training

We believe accessibility is achieved not only through physical facilities but also through excellent customer service.

Our staff receive ongoing training in:

- Equality and diversity
 - Disability awareness
 - Customer service
 - Emergency procedures
 - Communication with guests who may require additional assistance
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Continuous Improvement

Accessibility is an ongoing process.

We regularly review:

- Guest feedback
- Accessibility procedures
- Physical facilities
- Staff training
- Industry best practice

Reasonable improvements are implemented whenever possible to enhance accessibility for all guests.

Feedback

We welcome comments and suggestions regarding the accessibility of our hotel.

Guest feedback helps us improve our facilities and services.

If you experience any difficulty during your visit or have suggestions for improvement, please let us know.