



Accessibility Guide

Park Place Apartments

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View of Killarney High Street from our Penthouse Suite

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This Access Guide aims to accurately describe the facilities and services that we 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 January 2018.

If we have not covered your access needs in this document, please contact us Tel.: + 353 64 6671281 or Email: info@parkplacekillarney.com and we will discuss your needs and offer our assistance where we can.

Chief Executive, Paul O'Neill

Our services

Welcome to Park Place Apartments, Killarney's top rated self-catering holiday facility in the heart of Killarney town. The complex is comprised of luxurious one and two bedroomed self-catering apartments and townhouses.

Facilities include fully equipped kitchen, flat screen TV, bed linen, towels, electricity included. Ground floor apartments have a private patio area. Free secure underground car park. Free Wifi in selected apartments (limited coverage in courtyard townhouses).

Our access and customer service policies

- Our staff are able to offer a personalised service, catering as far as possible for the access requirements of all our guests.
- Our team has had training in understanding accessibility and disability.
- We have joined the *ENAT Tourism for All Quality Programme* to develop our accessible services and facilities, and we are implementing an *Accessibility Action Plan* to make our services even better.

In this **Access Guide** you can read about the accessibility of our buildings, facilities and services for guests with access requirements. We are continually improving these services by introducing Universal Design principles in our maintenance and improvements, for the benefit of all customers.

- You can read our full Access Policy on our website.

Where to find our information

We provide information about our services:

- on our Website at <https://www.parkplacekillarney.com/>
- in printed formats, e.g. by letter, leaflet,
- by telephone: **Tel:**+353 64 6671281
- by E-mail info@parkplacekillarney.com

Booking/Reservations

To make a booking you can visit our Website: <https://www.parkplacekillarney.com/>

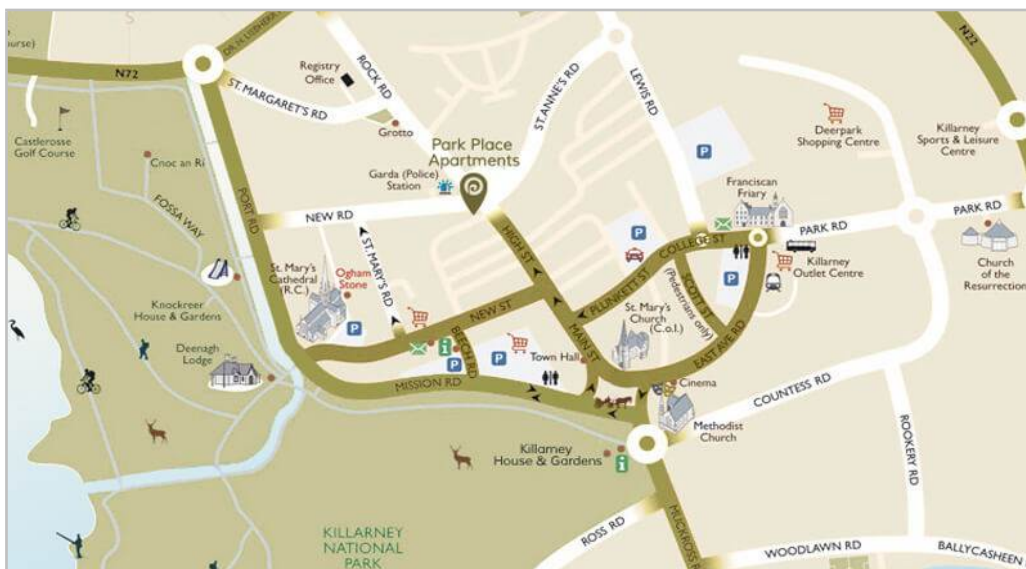
or you can call us on: +353 64 6671281

or send us an Email: <https://www.parkplacekillarney.com/>

Visiting us

[We are located at the top of High Street in Killarney town centre, Co. Kerry, Ireland.](#)

Map



GPS Coordinates: 52.0615° N, 9.5109° W

Here we describe our customer service and some of the hotel's particular access features and facilities.

Customer service, comfort and safety

Evacuation and emergencies

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted and have emergency lighting.
- Evacuation plans are placed inside the door of each apartment.

Assistance/guide dogs

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

-

Accessible guest transfer service

We can arrange for transfers from/to Kerry Airport and Killarney Railway Station by wheelchair accessible vehicle. (Payment required). Just let us know your arrival and departure times when you make your booking and we will make the arrangements for you.

Mobility and other equipment

- You can borrow a wheelchair at our hotel.
- You can borrow a portable shower seat at our hotel.
- You can choose between different bed heights at our hotel (camp bed as alternative).
- We provide a vibrating alarm for guests with hearing impairments.

Non-smoking policy

- Smoking is not allowed in guest rooms and throughout the complex.

Reception and room service

- We have a 24-hour call service.
- The Reception is staffed every day between 9am and 6pm.
- Free Wi-Fi is available throughout the hotel and in the guest rooms.
- There is a hearing loop at the reception desk for people with hearing aids.
- We can help customers with limited mobility with their luggage, on request.

Restaurant, bar, shops

- We do not provide any food or catering services.
- There is a mini-market located on the site of the apartments and a wide choice of bars and restaurants and other shops within 5 minutes walk.

Babysitting

We can arrange babysitting facilities for your convenience. Booking in advance is required.

Parking

- We have our own basement parking, accessed from Msgr. O'Flaherty Road.
- Maximum height of vehicles in the parking basement is 2 metres or 6ft 6 inches.

- There are two accessible parking bays marked with the International Symbol of Access.
- The surface of the parking area and pathway is asphalt, concrete and carpet.
- From the basement parking, access to the apartments is via a lift to Block 2 (ground floor). Minimum width of passageway is 80 cm.
- There is no marked setting-down point but drivers can pull off Msgr. O'Flaherty Road at the entrance to the parking garage.

Main Entrance and Reception (Msgr. O'Flaherty Road)

There is step-free access at the main entrance.

The full opening width of the main entrance doors is 164cm.

The entrance is well lit

There is a porch at the entrance.

There is a doorbell/night bell at a height of 145 cm.

Entrance to Block 2 (Msgr. O'Flaherty Road)

There is step-free access at the main entrance.

The full opening width of the main entrance doors is 99 cm.

The entrance is well lit

There is no porch or awning at the entrance.

There is a slope up to the entrance door which some wheelchair users might find difficult, e.g. when trying to reach the door handle or intercom/doorbell.

There is a doorbell/night bell at a height of 145 cm.

Reception area / lobby

- There is a ramp 5.7 metres long, with a 7% slope up from the main entrance to the reception desk area and lift.
- The reception desk is 133 cm. High. There is no lowered counter.
- There are three armchairs in the reception area (one step up).

Moving around the venue

Level access

There is level access – directly or via lifts to the following areas:

- Reception

- All apartments
- Some corridors are slightly ramped but there are no steps in the corridors.

Signage

- We have clear and legible signage to help you find your way easily and safely around the hotel.

Corridors and access routes

- Corridors to guest rooms are 116 cm wide or wider.
- There is step-free access throughout the ground floor of the hotel.
- Guest rooms on the upper floor can be accessed via a lift or staircase.
- The floors of the corridors/access routes are tile or carpet.

Lifts

- We have several ground floor apartments with level access and small patios.
- Apartments on upper floors can be reached by lift.

Block 1, Lift 1. From Reception to top floor. Lift dimensions

- Door entrance width: 79 cm.
- Internal width is 96 cm. Depth 146 cm.
- Lift buttons have raised numbers and Braille lettering.
- The lift floors are indicated on a visual display and by verbal announcements.

Block 2, Lift (from to upper floors) dimensions:

- Door entrance width: 79 cm.
- Internal width is 106cm. Depth 146 cm.
- Lift buttons have raised numbers and Braille lettering.
- The lift floors are indicated on a visual display.

Apartments

This Access Guide refers to the “**Penthouse**” apartment, no. 213, which is being adapted to become accessible for wheelchair users in Autumn 2019.

Text to be completed by Access Auditor and Park Place in cooperation, according to works agreed in the Action Plan

Apartment 213**Kitchen door width in cm****Counter height****Types of tables****Open space below table in cm****Height of microwave****Equipped with****Balcony door width****78 cm.****90 cm.****Rectangular dining table, low coffee table****Missing data****Operating buttons at 167 cm above floor level****Oven and cooker hob, TV, Telephone****To be measured****Apartment 213, Bedroom 1****Room type****Floor type****Type of key****Type of bedroom****Entry door in cm****Bed height in cm****Space on right side of bed in cm****Space on left side of bed in cm****Space at foot of bed in cm****Alarm device****Internal colour contrast****Accessible apartment with 2 bedrooms (1 Bedroom with double bed plus 1 bedroom with twin beds), Kitchen and bathroom****Tiles and Carpet in bedrooms****Electronic key****Bedroom with twin beds.****Entrance door and bedroom door 75 cm****61 cm****90 cm****220 cm****94 cm-wider at foot second bed towards the window. .****Visual****<INPUTYes**

Mobile furniture

Height of Clothes rail in wardrobe

Equipment and features

Socket height

Switch height

The escape routes lead to

List of connections

Chair

Higher than 1100 mm above floor level

Telephone, Television, Hair dryer

47 cm

108 cm

Non-accessible emergency exit (via stairs)

Lift to Reception

Apartment 213, Bedroom 2



Room type

Floor type

Width of bedroom door in cm

Bed height in cm

Space on right side of bed in cm

Space on left side of bed in cm

Space at foot of bed in cm

Alarm device

Internal colour contrast

Mobile furniture

Height of Clothes rail in wardrobe

Equipment and features

Socket height

Switch height

The escape routes lead to

List of connections

Bedroom with double bed

Carpet in bedroom

75 cm

61 cm

138 cm from door and 140 cm from the side shelf next to wardrobe

0 cm

154 cm and 100 cm between right hand foot end of bed and wardrobe

Visual

<INPUTYes

Armchair, chair

Higher than 1100 mm above floor level

Telephone, Hair dryer

49 cm

108 cm

Non-accessible emergency exit (via stairs)

Lift to Reception

En-suite Bathroom, Apartment 213**Type of bathroom****Floor type****Door Opening****WC entrance door free opening width in cm****Free space under washbasin in cm****Washbasin WC****Space in front of washbasin in the WC in cm****Type of tap WC****Type of toilet****Height of toilet with seat****Space in front of WC in cm****Space on the right of WC in cm****Space to the left of WC in cm****Support handrail on right of toilet****Support handrail on left of toilet****Shower type****Entrance door width in cm****Step height in cm****Mixer type****Height****Type of showerhead****Height of soap dish in shower cabin****Height of hook for towel next to washbasin****Shower seat****Minimum height of mirror****Bathroom with shower cabin and step****Tiles****Inwards****76 cm****69 cm.****Wall-mounted sink****129 cm****Single lever washbasin****Wall-mounted****42 cm.****104 cm****274 cm****43 cm****No****No****Enclosed cabin with door and step****54 cm.****16 cm****Control knob-height: 116 cm****116 cm****Fixed****134 cm****88 cm****No****Higher than 900 cm over floor level. To be measured.**

Accessibility information in this Guide is provided by Park Place Apartments with the support of:



www.accessibletourism.org

www.universalaccess.ie

Disclaimer

Whilst every effort has been made to ensure the accuracy of this Access Guide, neither ENAT nor Universal Access accept any liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence, contract or otherwise) in connection with the information contained herein, save that nothing in this disclaimer shall exclude either party's liability for death or personal injury as a result of its negligence or for any damage incurred as a result of fraud or fraudulent misrepresentation.

Customers are advised to check any factual or other information related to accessibility requirements with the hotel staff prior to booking.