



Access Welcome Guide

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At The Ashe Hotel, we are committed to providing the warmest of welcomes to all our guests.

This Access Welcome Guide provides information and inspiration to help you get the most from The Ashe Hotel.

At The Ashe Hotel, we want every guest to feel truly at home from the moment they arrive. We take pride in the little details that make your stay special, from enjoying delicious dining in our restaurant, to unwinding in our design considered bedrooms and suites, or setting out to explore all that the surrounding area has to offer.

Our team are carefully selected for their warm, welcoming approach and strong focus on guest care. They are trained to not only meet, but exceed expectations, and are always happy to help in any way they can. We are committed to being accessible to a wide range of guests, and this Access Welcome Guide has been created to provide clear information and help you plan a comfortable stay that meets your individual needs.

We hope that this Access Welcome Guide gives you the information that you need to plan a stay. If we have not covered your access needs in this document, please contact us on 353 (0)66 7106300 or email us at : info@theashehotel.ie so that we can discuss your requirements. We would be delighted to offer our assistance wherever we can.

We look forward to welcoming you and offering you the warmest of welcomes.

Kamila Bielinska,
General Manager



Contact Information

To speak to a member of our friendly team, please contact via telephone or email

Contact us by telephone: 066 7106300
Contact us by email: info@theashehotel.ie

Follow us on social media: <https://www.facebook.com/theashehotel>
<https://www.instagram.com/theashehotel>



Getting Here

The Ashe Hotel is located in the heart of Tralee, making it easily accessible by road, rail and public transport.

It is approximately 3.5 hours drive from Dublin and just 90 minutes from either Cork or Limerick. Kerry Airport, which has daily flights to Dublin and London (with international connections) is only 15 minutes drive from the Hotel, and there is also an extensive selection of buses and trains with regular services to Tralee.

Taxi's we recommend

O'Leary's 087 2717518

O'Brien's 086 173 3099 * Wheelchair Accessible

Dimo Cabs 087 277 4077* Wheelchair Accessible

How to find us by Rail & Bus

Tralee Bus & Railway station is less than 0.7km from the hotel. Taxis are available at the station.

Irish Rail

The nearest railway station to the hotel is at Tralee which is 0.7km.

All trains serving the station offer ramped access for wheelchair users.

Passenger assistance must be booked in advance for railway journeys.

Travellers who need this service are advised to contact 0818 294015 or email access@irishrail.ie to book.

For train routes, timetables and ticket prices.

Visit the [Irish Rail Website](http://IrishRail.com).

Getting Here

Bus Eireann

The nearest bus station to the hotel is at Tralee Bus Station which is 0.7km from the hotel.

Over 90% of TFI Local Link buses are wheelchair and buggy accessible. Route diversions available for passengers with mobility needs (pre - booking required). Email info@locallinkkerry.ie

For bus routes, timetables and ticket prices. Visit the Local Link or Bus Eireann Website.

How to find us by Air

Kerry Airport

With direct flights from mainland Europe, Britain and Dublin. Charter flights also catered for. Journey Time: 20 minutes – Journey Distance: 19.4 km

Car Hire at Kerry Airport

Europcar Ireland P: 086 1700650, www.europcar.ie

Avis, P: 066 9764499, www.avis.ie reservations@avis.ie

Budget, P: 064 6634341, www.budget.ie reservations@budget.ie

Hertz, P: 064 6634126, www.hertz.ie

Payless Car Rental, P: 0667169643 www.payless.ie info@payless.ie

Enterprise Rent A Car, P: 0667119304

Shannon Airport

With direct flights from mainland Europe, U.S.A., Britain and Dublin.

Journey Time: 1 hr 40 mins – Journey Distance: 125km

Cork Airport

With direct flights from mainland Europe, Britain and Dublin.

Journey Time: 1 hr 40 mins – Journey Distance: 122km

How to find us by Sea

Ireland has 5 main international Ferry Ports. The closest port to Kerry is the Port of Cork.

Key Accessibility Features

Information

We want our hotel to feel like your home away from home. To support a comfortable and enjoyable stay, we offer a range of accessibility features, which are outlined below.



Large - print information on site

We have the following information in large print:

- An Accessibility Guide for the hotel
- Menus

If you would like us to send any of the above information to you in advance of your visit, please let us know using the contact details provided.

Tactile signage

Tactile signage is available in our lifts.

Key Accessibility Features

Services

Disability awareness and equality training.

Disability awareness and equality training is provided for staff on a regular basis.

Assistance available 24 Hours

There is 24 hour guest assistance available.

Free Familiarisation Visit

Free familiarisation visits are available. You are welcome to arrange a visit ahead of booking or visiting to familiarise yourself or others with the venue at no additional cost. Please get in touch using the contact details below to arrange this.

To speak to a member of our friendly team, please contact via telephone or email

Contact us by telephone: 066 7106300

Contact us by email: info@theashehotel.ie

Key Accessibility Features

Facilities and Equipment

Emergency alarm with flashing lights

There is an emergency alarm with strobe or flashing lights, to alert deaf guests to a fire or other emergency.

Facilities for assistance dogs

Facilities are available for assistance dogs.

There are water bowls and treats available from hotel reception if you are dining with us.

If you are staying with us water bowl, treats, bed and poop bags will be in your room on arrival. Please let us know in advance that you are travelling with an assistance dog.

Key Accessibility Features

Facilities and Equipment

Sensory equipment

Sensory equipment is available from hotel reception. Please note items may vary.

- Rain stick
- Sensory Spikey Rings
- Fidget Spinner
- Pop up animal
- Light Up Push Popper
- Light up bouncy ball
- Textured balls
- Sensory worry stones

Wheelchair Loan

A wheelchair is available for visitors and can be borrowed free of charge during your visit. Please book through hotel reception.

Wheelchair - accessible toilet in the public areas

There is one designated accessible toilet available on the ground floor off the reception area.

This has as a minimum:

Step-free access

A manoeuvring space of 1100mm x 1100mm

An inward opening door with a minimum width of 760mm

A transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side. Horizontal grab rail positioned on the wall adjacent to the toilet.

The width of the floor space at the left side of the toilet is 300mm.

The width of the floor space at the right side of the toilet is 900mm.

Height of toilet from ground level is 480mm.

The toilet floor is tiled.

An emergency assistance alarm within reach from the floor.

Baby Changing Facilities

Changing facilities for babies are available in the accessible public bathroom on the ground floor.

The height of the baby changing table is 850mm from ground level.

Key Accessibility Features

Parking



Designated accessible parking

Designated accessible parking bays are available within 50 metres of the main entrance.

We have three reserved parking bays outside the hotel main reception.

The route surface is a mixture of paving, asphalt and tarmac.

Step - free route with firm surface from car park to entrance

There is a step - free route with a firm surface from car park to the main hotel entrance.

Key Accessibility Features

Building Entrance



Step Free entrance

There is step – free access to the main hotel entrance

Automatic door at accessible entrance

There is a push door at the entrance of the hotel, these doors are open.

There is an automatic door inside the main entrance of the hotel. There are safety markings on large glass doors. The entrance is well lit.

The width of the automatic doors when open is 1480mm

Key Accessibility Features

Access to Public Areas



Step - free access

There is step free access from the entrance to the following areas:

Reception area
Alfie's Bar and Lounge
Lottie's Event Space
Meeting room
Accessible public toilet

Lift

There are lifts available to the bedrooms and suites.
The clear opening width of the lift door when fully open is: 860-900mm wide.
The first floor width of the lift door when fully open is: 830-860mm wide.
The second floor width of the lift door when fully open is: 860mm wide.
The internal floor dimensions are of the lift cabin are: 1320 x 1390mm
The lift control buttons are at a heights of 950-1220mm above floor level.
The lift control buttons are marked in Braille.
The lifts stops are displayed visually and audibly.

Key Accessibility Features

Reception Area/Lobby



The height of the reception counter is 1070mm.

Our receptionist will welcome you to the hotel, they will check you into your room and direct you to the floor and introduce you to the hotels dining information.

Seating is provided for guests in the hotel lobby.

Key Accessibility Features

Alfie's Bar & Lounge



Wheelchair - accessible food and beverage outlet

Our wheelchair accessible Alfie's Bar and Lounge is located on the ground floor and has step free access. Alfie's Lounge is where breakfast is served for residents. Alfie's Bar and Lounge is where brunch, lunch and dinner is served. Alfie's is located near reception on the ground floor and has step free access.

Quieter table

A table located in a quieter area is available, where noise is minimised. Please ask your server on arrival.

Table service

Table service is available as standard in the Alfie's Bar and Lounge. Table service is available as standard for brunch, lunch and dinner in Alfie's and table service is available on request for resident breakfast.

Key Accessibility Features

Alfie's Bar & Lounge



Dietary requirements catered for

We offer a selection of food for the following dietary requirements

Gluten free
Lactose free
Vegan

Please discuss with serving staff who can assist you during your stay.

Alfie's Lounge

There is level access to the Alfie's Lounge.

The door is manual, however it is open.

The clear entrance door width is 1600mm (with both doors open)

The facility is table service for brunch, lunch and dinner.

Breakfast is served in Alfie's Lounge and is self-service,
table service is available on request.

The minimum width of passage between tables and chairs is 117cm.

Free height under the table is 720mm.

Lighting is good and even.

We can provide high chairs for babies and small children.

Large print menus are available.

Menus describe the ingredients of meals.

Key Accessibility Features

Garden Terrace



Garden Terrace

There is one 50mm step down to the Garden Terrace.

The Terrace has moveable outdoor furniture. The tables on the terrace have a clearance of 700mm.

Food and drinks may be consumed on the terrace and table service is provided.

There is no smoking on the terrace.

Key Accessibility Features

Bedrooms, Suites and Bathrooms - General



Accommodation / Guest bedrooms

At The Ashe Hotel we have a selection of bedrooms and suites to suit your needs. We have 96 guest bedrooms, there are 67 standard bedrooms, three family bedrooms, 20 deluxe bedrooms, four suites and three accessible bedrooms.

We have 49 bedrooms which have wooden floors suitable for persons with allergies. 82 with a shower unit and 14 with a shower over a bath. All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hair dryer, Toiletries, Room Safes and Luggage rack.

Fridge in bedroom

A fridge is available in all our deluxe bedrooms and suites in which medication can be stored. A fridge can be requested to be added to our standard bedrooms.

Allergy - friendly bedrooms

We have 49 designated bedrooms in that have wooden floors to significantly reduce allergens.

Furniture rearranged in bedrooms on request

To create additional space, furniture can be rearranged on request.

Key Accessibility Features

Bedrooms, Suites and Bathrooms - General

Wheelchair Accessible Bedrooms and Bathrooms

There are three wheelchair - accessible bedrooms to accommodate wheelchair users and others with mobility impairments.

These have, as a minimum:

Step free access

A minimum door width of 750mm

An internal circulation space of 1400mm x 1600mm

Telephone positioned by the bed

The accessible bedrooms at the hotel are currently being refurbished.

Once the refurbishment is complete we will share additional dimensions.

The wardrobe rail height is 1050mm from floor level.

There is an emergency alarm in the ensuite bathroom.

There is a spyhole at 1100mm and 1520mm from ground level.

Wheelchair - accessible bathroom with roll in shower

Each accessible bedroom has an accessible bathroom.

These have, as a minimum:

Step - free access

A minimum outward opening door width of 825mm

Roll-in shower with no obstacles e.g. enclosures

A transfer space on at least one side of the toilet

Grab rails by the toilet, washbasin and shower

An emergency assistance alarm

The shower has a single lever, wall-mounted tap.

The height of the shower head can be adjusted.

The toilet has support handrails on both sides (folding at user's left and fixed at user's right).

The bathroom floor is tiled, non-slip.

Hairdryer is available in the bedroom.

Free - standing shower chair

A free- standing shower chair is available if required.

Please contact reception to arrange.

Emergency assistance alarm

Key Accessibility Features

Bedrooms, Suites and Bathrooms - General

An emergency assistance alarm is available in the wheelchair accessible bathrooms.

Furniture rearranged in bedrooms on request

To create additional space, furniture can be rearranged on request.

Key Accessibility Features

Meeting Rooms



Boardroom Meeting Space

The boardroom is located on the ground floor and has level access.

The door into the boardroom is 850mm wide and is openable with light force.

The table has a 710mm clearance and furniture is moveable.

Key Accessibility Features

Lottie's Event Space



Lottie's Event Space is located on the ground floor of the hotel.

There is a double door entry to the space.

The circular dining tables have a 710mm clearance and furniture is moveable.

Key Accessibility Features

Website Accessibility

The website of The Ashe Hotel, www.theashehotel.ie is accessible to WCAG 2.1 Level AA standard.

WCAG is a set of technical standards that, when followed, improve the accessibility of web content and websites.

Text size change

Screen Reader

Greyscale

High Contrast

Negative Contrast

Light Background

Links Underline

Readable Font

Text Spacing

Gallery of Images

We know how important it is to be aware of accessible facilities available during your visit. This gallery of images will help you to familiarise yourself with the hotel before you visit.





Emergency and Medical information

There is a defibrillator available on site in the hotel reception and our staff have first aid training.

The nearest hospital Emergency Department to the hotel is the University Hospital Kerry, 2km from the hotel.

The nearest walk - in GP Surgery is Manor Medical Centre, 2.2km from the hotel. This is a walk in clinic. Contact 066 71 22599.

The nearest pharmacy is CH Tralee, located 0.1 km from the hotel, contact number is 066 7121331 or Ryles Pharmacy is located 0.1 km from the hotel and contact number is 066 7124701. Shines Pharmacy is open seven days a week from 9am - 9pm and is located 1.1 km from the hotel. The contact number of the pharmacy is 066 71 94361.

O'Flynn Medical provide the rental of mobility scooters and hoist rental. If you require their services please contact 029 21799.

