

## **Accessibility Statement – Leonardo Hotel Galway**

This accessibility statement aims to accurately describe the facilities and services offered at **Leonardo Hotel Galway** for guests and visitors with access needs. It is intended to help you decide whether our hotel meets your requirements and does not contain personal opinions about suitability.

### **General Access and Location**

Leonardo Hotel Galway is centrally located on Quay Street, Galway, H91 E8D7, city centre, with convenient access to public transport including local bus routes and Galway Train Station nearby. The hotel entrance, reception area, and primary public spaces are accessible via step-free routes, and lifts are available to all guest floors. Public areas such as the reception, restaurant, bar, and lounges are reachable without the need for steps, ensuring ease of movement for guests with mobility needs.

### **Accessible Rooms and Facilities**

We offer designated wheelchair-accessible rooms designed to support guests with mobility requirements. These rooms feature wider doorways and accessible bathroom fittings where available. Our accessible bathrooms have level access, and fixtures are positioned to support ease of use. Accessible toilets are also provided in public areas of the hotel. Although we do not currently have specialist hoists on site, our team can provide guidance on available features and assist with any reasonable requests prior to arrival.

### **Staff Training and Guest Support**

Our staff receive accessibility awareness training, so they can support guests with access needs throughout their stay. Training includes an understanding of accessible facilities, assistance procedures, and how to help in a respectful and practical way. If you require specific assistance during your stay, our team are available to help and accommodate where possible.

### **Assistance and Advance Requests**

We encourage guests with specific accessibility needs to contact the hotel prior to arrival so that appropriate arrangements can be made. This allows us to prepare for your stay and make adjustments that may enhance your comfort.

### **Assistance Dogs**

Trained assistance dogs are welcome throughout the hotel in line with relevant equality and disability legislation. Assistance dogs may accompany guests into public areas and their rooms.

### **Emergency Procedures and PEEP**

Safety is a priority at Leonardo Hotel Galway. Guests with specific mobility or access requirements may request a Personal Emergency Evacuation Plan (PEEP) on arrival. This enables us to plan appropriate



support should an emergency evacuation be necessary, ensuring your safety is maintained.

### **Communication and Accessibility**

If you have questions or need further information about accessibility at our hotel prior to your visit, please contact the team directly. We welcome feedback that can help us improve our accessibility provisions and overall guest experience.

### **Contact Information:**

Leonardo Hotel Galway

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