



# THE MARITIME HOTEL

Bantry • West Cork



## Access Statement / Access Guide

January 2019



[www.accessibletourism.org](http://www.accessibletourism.org)

[www.universalaccess.ie](http://www.universalaccess.ie)

The Maritime Hotel, The Quay Bantry, West Cork, Ireland.

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*Our Family of Brands*

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This Access Statement 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 October 2018.

If we have not covered your access needs in this document, please contact us on +353 (0)27 54700 or email: [info@themaritime.ie](mailto:info@themaritime.ie) and we will discuss your needs and offer our assistance where we can.

**Orla Steinbeck, Group Access Officer, The Maritime Group.**

## Our services

The Maritime Hotel offers contemporary accommodation with luxurious bedrooms, featuring one and two bedroom suites which are ideal for families, offering many of the comforts of home in beautiful Bantry.

The Maritime Bar is perfect to finish the day by enjoying fresh seafood chowder. The Ocean Restaurant produce a world of flavours and influences and together with the finest local ingredients create a modern Irish dining experience.

Relax and Rejuvenate in Club Maritime Leisure Centre and experience bliss with a treatment in one of our You Time Spa Treatment rooms.

**A relaxing stay and a warm welcome await you at The Maritime Hotel in West Cork.**

## Mission Statement

Our mission is to become Ireland's leading leisure provider offering universal access for all.

We believe everyone should be treated equally regardless of age, impairments or long-term health conditions, and so we have a welcoming environment for all. We recognise the importance of making our facilities, services, information and employment accessible.

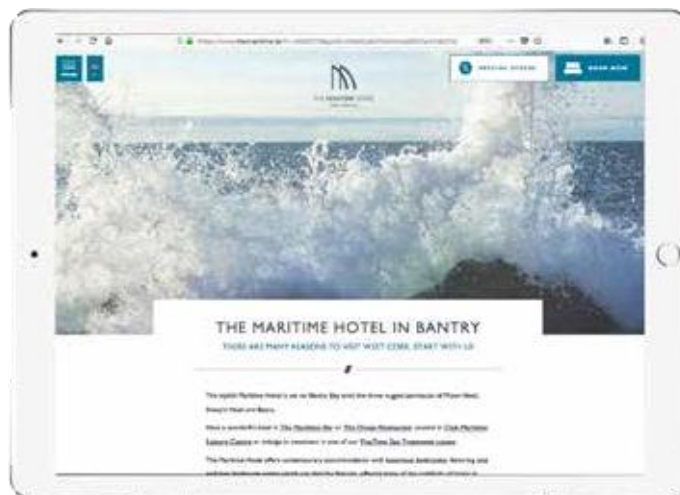
In order to achieve this we have continuous development on our Access Policies and Access Plans to equip us to become accessible to everyone. By implementing our Access Policies and Plans we will ensure that all employees and visitors are treated equally and in accordance with their needs. We have identified the following areas as our key priorities.

## Our access and customer service policies

- Our personnel receive continuous training in how to cater for visitors with varying access requirements.
- We are a member of ENAT (European Network for Accessible Tourism) and have signed the [ENAT Code of Good Conduct](#) – the international commitment label for accessible service providers
- We have been awarded a Silver Ribbon in the ENAT World Tourism for all Quality Accommodation category, indicating that our premises, facilities, customer services and information exceed the universal access requirements.
- You can read our full Access Policy on our website.



## Where to find our information



We provide information about our venue/service:

- on our Website at <http://www.themaritime.ie/en/>
- as a downloadable PDF document
- in printed formats, e.g. by letter, leaflet,
- by telephone
- by fax
- by E-mail

Contact our friendly and knowledgeable staff for any information you may require:

Telephone: +353 (0)27 54700

Fax: +353 (0)27 54701

Email: [info@themaritime.ie](mailto:info@themaritime.ie)

## Booking/Reservations

To make a reservation you can book directly on our website:

[www.themaritime.ie](http://www.themaritime.ie)

or you can call our reservations team on:

+353 (0)27 54700

or Group Central Reservations on:

+353 (0)64 6671500

## Visiting us

The Maritime Hotel is located on the quay side just a two hundred metres from the town centre and near the entrance to Bantry House.

- Local Wheelchair friendly Taxi is George Plant tel. 087 2398123.
- Local Bus Eireann stop location is at The Quays approx. 100 metres from hotel.
- Nearest airport is Cork Airport 86.4 kilometres. From Airport Via N27, N40, N22, R585 and N71.
- Nearest Train Station is Kent Station Cork 86.9 kilometres. From Kent Station head south to lower Glanmire Road N8 until you get to N40 then continue Via N22, R585 and N71.
- Nearest Sailing Port Rosslare 278 kilometres. From harbour take N25 to Cork then Via N40, N22, R585 and N71.

## Map

Link to: [Google Map, The Maritime Hotel](#)



GPS Coordinates: Lat: 51.6802° N, 9.4570° W

## At the hotel

This section refers to our customer service, physical access and other accessibility information.

## Customer service & safety

We take pride in providing the very best service to all our customers at all times. We continually monitor and improve our access services based on customer feedback and through regular staff briefings.

### Our services include:

#### Assistance Guide Dogs

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

#### Accessible Transfers & Taxi

- Should you require a wheelchair accessible taxi please contact George Plant on 087 2398123. Reservation in advance is advisable

### Mobility and other equipment

- The hotel has a wheelchair which can be borrowed by guests
- Shower seats are available in all accessible bathrooms
- We provide vibrating alarm for guests with hearing impairments
- We provide vibration pillow-pad for guests with hearing impairments
- A sensory Box is available at reception
- 

### Non-smoking policy

- Smoking is not permitted in guest rooms and throughout the hotel.

### Reception and room service

- We offer 24-hour reception call service.
- We offer room service.
- Free Wifi is available throughout the hotel and in guest rooms.
- You can order meals to be served in the guest room.
- Our staff are trained to serve customers with access requirements.
- There is a hearing loop at the reception desk for guests with hearing aids.
- We can assist guests with limited mobility with their luggage, on request.

### Evacuation and emergencies

- Your safety and comfort are of paramount importance to us.
- There is a Defibrillator available at reception and trained First aiders in the property.
- Each accessible bathroom has emergency alarm linked to reception.
- We have evacuation procedures in the event of an emergency
- We have an evacuation chair and our staff are trained to help those requiring assistance in emergency evacuation. The evacuation chair is located on the first floor stairwell near the Windward suite.
- All evacuation routes are signposted
- Evacuation plans are available to guests.



## Parking

- We have two marked accessible parking bays immediately outside the hotel's main entrance and Ocean Restaurant for cars displaying the disability Blue Badge.
- The distance from the designated parking spaces to the main entrance is less than 40 metres, via the pavement.
- The pavement surface is made of paving stones. It is smooth and step-free.
- There are two additional marked accessible parking areas in the hotel's private basement car park.
- Vehicle access to the basement car park is opposite the hotel's main entrance.
- The free height of the car park is 219cm.
- From the basement there is a well lit and signposted path and corridor leading to a lift which takes you to an indoor vestibule at street level.
- The lift entrance door is 91cm wide and the internal dimensions of the lift car are 130cm wide x 140cm deep.

### Accessible Parking Bays



## Main entrance

- The main entrance is reached directly from the pavement.
- There is step-free access via a revolving door. There are two alternative accessible side doors either side of the revolving door, allowing easy access for wheelchair users and people with large items of luggage.
- There are safety markings on large glass doors or windows.
- The entrance is well lit and covered.
- There is a night bell and intercom at a height of 117cm.

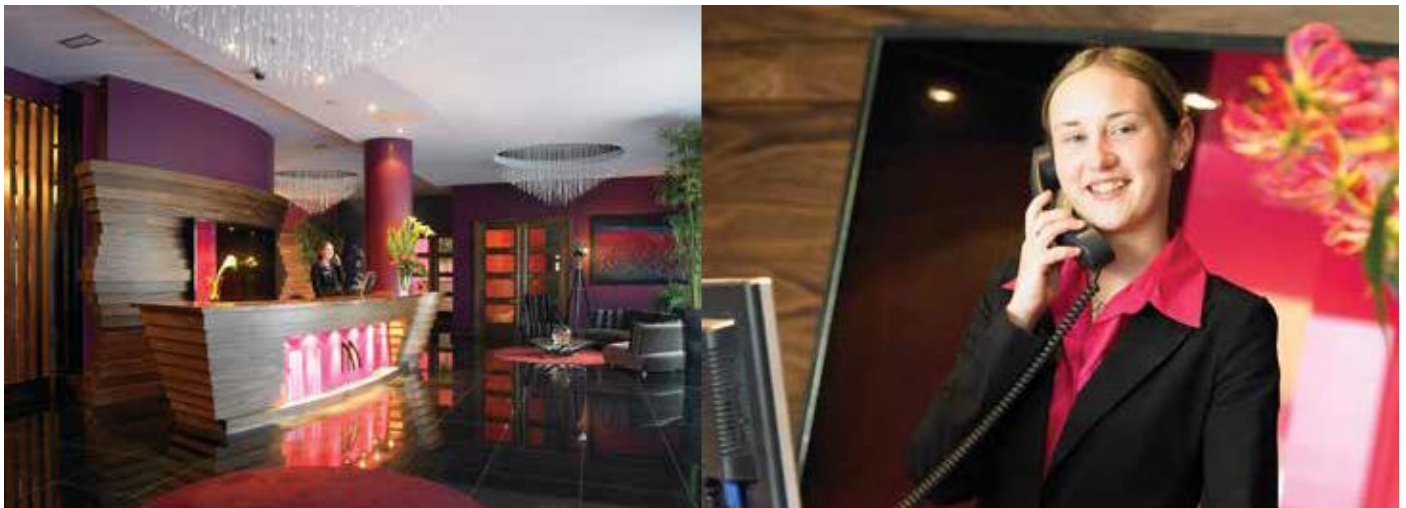
## Main Entrance



## Reception area / lobby

- The height of the counter is 104cm.
- There is a table and armchairs chairs where wheelchair users and other customers may be checked in/out of the hotel if required.

## Hotel Reception Area



## Moving around the venue

### Signage

- We have clear, legible signage to help you find your way easily and safely to your room.
- All our function rooms, the breakfast/dining room and meeting rooms are clearly signposted.
- Guest rooms have the room number woven into the carpet at each door.

### Corridors and access routes

- There is step-free access throughout the hotel.
- The minimum width of doors in corridors and access routes is 82cm (in Leisure Centre).
- The floors of the corridors/access routes are carpeted or wood.

### Steps and stairs

- There are staircases between floor levels. Stairs are equipped with handrails.
- The Maritime Bar has two small areas that can only be reached via steps. There is waiter service at all tables.

### Lift

There are lifts to all guest room and meeting room floors, affording easy access to all our customers.

- The clear opening width of the lift doors when fully open is:  
Lifts 1, 2 and 3 89cm wide.  
Lift 4 (Parking basement) 91cm wide.
- The internal floor dimensions of the lift cabins are:  
Lifts 1, 2 and 3 width 137cm X 150 cm depth.  
Lift 4 (Parking basement) width 130cm X 140cm depth
- The lift control buttons are at a height of 88cm above floor level.
- The lift control buttons are tactile (raised).
- The lift stops are announced visually and verbally and with a sound.

## Public use accessible toilets

There are three public use accessible toilets: one on the Ground Floor next to the Reception Area, one on the 1st floor close to the Windward Suite and one in the Leisure Centre.

### The Ground Floor Accessible Toilet



- The toilet door clear opening width is 80cm.
- There is one support handrail beside the toilet on the user's left-hand side.
- The height of the toilet seat from the floor is 45cm.
- The width of the floor space at the left side of the toilet is 37cm.
- The width of the floor space at the right side of the toilet is 104cm.
- The length of the floor space in front of the toilet is 44cm.
- The height of the free space from the floor to the underside of the washbasin is 62cm.
- The length of the floor space in front of the washbasin is 118cm.
- The lower edge of the mirror is 63cm above floor level.
- The toilet floor is tiled.
- There is an emergency pull cord alarm in the toilet.

## Baby-Changing Facilities

Changing facilities for babies are available in both the Reception and Club Maritime accessible toilets.

Baby-changing facilities



## Accommodation / Guest rooms

We have 110 guest rooms, of which 4 are suitable for people with accessible issues. All rooms are equipped with tea/coffee making equipment, TV, Telephone, Hair dryer, Toiletries, Luggage rack, wardrobe and Room Safe.

Accessible Guestroom (number 301)



### Accessible guest rooms

- 4 guest rooms are accessible for customers using a wheelchair, with en-suite bathroom and roll-in shower.
- 2 accessible guest apartments have adjoining rooms.
- The accessible rooms are located on the 3rd and 4th floors  
The clear opening width of the guestroom door is 75cm (e.g. room 301) or 79cm. (e.g. room 317).
- The room has a thin carpet.
- The room key is an electronic card type.
- Single and double beds are available.
- Bed height to top of cover is 60cm.
- There is no free height under the beds.
- The free floor space at the side of the bed is 115cm and 69cm (Room 317)
- Free floor space in front of the bed (foot end) is 93cm.
- The bed height is not adjustable.
- The wardrobe rail height is 130cm from floor level.
- Electric sockets and switches are at a height of 69cm above floor level.
- Guest rooms have a step to the balcony door, height 19cm. Corridor width in room is 80cm.
- The Hotel has 3 allergy friendly rooms 406, 408 & 410 furnished with wooden flooring
- Limited Down feather pillows are available on request

The guestroom furniture is moveable, and we will be happy to adjust the room to your requirements.

### En-suite Bathrooms (typical room with roll-in shower)

- The clear opening width of the door is 80cm.
- The door opens inwards.
- There is a level access (roll-in) shower with folding doors.
- We provide a non-slip shower mat.
- The shower has support handrails.
- A fixed shower seat is provided at a height of 55cm.
- A movable shower chair can be provided.
- The shower has a single lever, wall-mounted tap.
- The height of the shower head can be adjusted.
- The height of the toilet seat from the floor is 52cm.
- The width of the floor space at the user's right side of the toilet is 24cm.
- The width of the floor space at the user's left side of the toilet is 113cm.
- The length of the floor space in front of the toilet is 34cm (on right-hand side).
- The toilet has support handrails on one side (folding handrail at user's left)
- The height of the free space from the floor to the underside of the washbasin is 71cm.
- The length of the floor space in front of the washbasin is 210cm.
- The lower edge of the mirror is 100cm above floor level.
- Hairdryer is available in the bedroom.
- The bathroom floor is tiled, non-slip.
- The emergency pull cord alarm system in the bathroom is linked to the main alarm and visible outside room and in reception.

Typical en-suite bathroom with roll-in shower (Room 301)



### The Ocean Restaurant

- There is level access to the room.
- Access is via double manual doors from the Reception area or from the street entrance, via double manual doors.
- The clear entrance door width is 157cm (with both doors open).
- The facility is self-service (for breakfast) but waiter service is available on request.
- The minimum width of passage between tables and chairs is 95cm.
- The height of self-service buffet counter is 79cm.
- The tables are rectangular.
- Free height under the table for the knees is 75cm.
- Lighting is good and even.
- We can provide high chairs for babies and small children.
- There are contrast markings on glass doors.
- Large print menus are available.
- Pictorial menus are available for some dishes.
- Menus describe the ingredients of meals and are allergen identifying.
- Our menu includes meals for people who require special diets.
- We can provide meals for people who have special dietary requirements upon request.

### The Ocean Restaurant and Breakfast Room





## Meeting Rooms (Windward Suite)

The Windward Suite and adjoining bar are available for a variety of functions, including dinners, weddings, parties, and meetings, with a wide range of furniture arrangements.

- The Windward Suite is located on the 1st floor, with panorama windows giving a magnificent view to Bantry Bay and the Quay.
- There is step-free access by corridor and lift to the rooms.
- The doors are manual, with a clear width of 200cm.
- Furniture arrangements are made according to the request of the hirer.
- The seating area allows space for wheelchair users.
- The minimum width of passage is 167cm.
- A public address system and projection facilities are available.
- There is no induction loop for people with hearing impairments.

### Meeting Rooms



## “Club Maritime” Leisure Centre and Gym

There is step-free access to the Leisure Centre and Gym.

The accessible WC is used as the changing room for customers with disabilities (one at a time). Reception staff will take clothes to the lockers for safe-keeping.

### Swimming Pool

- The reception area, changing rooms and toilets have step-free access.
- Access to the reception via a lift and entrance door, 80cm wide.
- Access can be gained to the pool via the entrance door, 110cm wide.
- A life-guard is on duty at the pool.
- Please note that there is no pool hoist available but there are steps with handrails to the pool and Jacuzzi.

## Club Maritime Swimming Pool



### Sauna and Steam Room

- There is a lower age limit of 16 years for use of Sauna and Steam Room and Jacuzzi.
- The Sauna and Steam Room have step-free access and doors are 82cm wide.

### Gym & Classroom

- The gym has step-free access and the entrance door is 85cm wide.
- The room is spacious and has 5 exercise stations with a wide range of equipment to suit all needs.

### Club Maritime Gym



## “You Time” Spa and Treatment Rooms

“You Time” at the Maritime is a tranquil space with 2 Treatment Rooms located on the fourth floor of The Maritime Hotel, overlooking Bantry Bay.

Our Treatment Rooms were developed as a space dedicated to You - where the only time that matters is your treatment time.

With elegant surroundings, soothing sounds and scents to awaken your senses - escape your hectic and busy lifestyle.

- Width of the entrance door is 80cm.
- Narrowest free passage way is 95cm wide.
- There is a free turning space of at least 120cm x 120cm.
- The treatment couch is height adjustable.
- There is a bathroom with bathtub.
- Treatment rooms are allergy friendly with wood flooring

### Spa Treatment Room



## At the hotel

This section refers to our customer service, physical access and other accessibility information.

### Customer service and safety

We take pride in providing the very best service to all our customers at all times. We continually monitor and improve our access services, based on customer feedback and regular staff briefings.

### Our services include:

#### Reception and room service

- We offer 24-hour reception call service.
- We offer room service.
- Free Wifi is available throughout the hotel.
- You can order meals to be served in the guest room.
- Our staff are trained to serve customers with access requirements.
- There is a hearing loop at the reception desk for people with hearing aids.
- We can provide assistance to customers with wheelchairs or guests that require any assistance to reach their room, if requested and help with your luggage.

#### Equipment as part of our services

- You can borrow a wheelchair at our hotel (advanced notice required).
- You can borrow a portable shower seat at our hotel.
- We provide a vibrating alarm for guests with hearing impairments.
- We provide a vibrating pillow-pad for guests with hearing impairments.
- We have a sensory box that you can book in advance if required
- We have a defibrillator on site located at reception and our staff are trained in using it.
- We provide 24/7 first aid cover
- Limited Down feather pillows are available on request
- If you require any further equipment to hire please contact our access officer to facilitate



### Assistance/guide dogs

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

### Evacuation procedures

- We have evacuation procedures in case of emergency.
- Our staff are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.
- Evacuation plans are available to guests.



### Accessible Transfers and Taxi

- Should you require a wheelchair accessible taxi please contact George Plant on 087 2398123. Booking in advance is advisable.