



Hillyard House Hotel Accessibility Guide

At Hillyard House Hotel, we are committed to ensuring that all our guests, regardless of their abilities, have a comfortable and enjoyable stay.

- 1. Accessible Room:** Our accessible room, designed for guests with mobility challenges, is conveniently located near the accessible lift. It features wider doorways, an ensuite bathroom with a spacious walk-in power shower, handrails, and emergency assist pull cords for added safety and convenience.
- 2. Wheelchair-Friendly Access:** The hotel's main entrance, reception area, restaurant, and bar are all on a level floor, with wheelchair-friendly access provided through lifts where necessary, ensuring convenient navigation for all guests.
- 3. Lifts:** Our hotel is equipped with modern and spacious lifts, providing easy access to all floors for guests with mobility challenges. Our lifts also have braille signage for guests with visual impairments.
- 4. Accessible Website:** To enhance guest convenience, our website features an accessible menu that allows users to customize their experience. Guests can adjust colours, tones, utilize screen-reading capabilities, and make various other modifications to ensure an inclusive and user-friendly browsing experience for all.
- 5. Accessible Parking:** We have designated accessible parking spaces at the entrance of our hotel.
- 6. Service Animals:** We welcome service animals and ensure that staff are trained on how to interact with guests who have service animals.
- 7. Accessible Hotel Bathrooms:** Our hotel lobby has a public bathroom thoughtfully equipped with accessibility features including grab bars, pull cords, and accessible sinks.
- 8. Accessible Dining:** Our restaurant and bar seating is adjustable to accommodate guests using wheelchairs or other mobility devices.
- 9. PEP Plan:** We have a PEP plan in place for anyone travelling alone. Anyone travelling alone that may need extra assistance in the event of an evacuation can be discussed at time of booking or once arrived at our Hotel.



Hillyard House Hotel Accessibility Improvement Plan

At Hillyard House Hotel in Castlewellan, we're committed to ensuring every guest enjoys an inclusive experience. Throughout the next few weeks, we'll implement cost-effective measures to enhance accessibility throughout our hotel. Our goal is to create a welcoming environment where all guests, regardless of abilities, feel at home. Your support and feedback are instrumental in making this vision a reality. Below are some low-cost and simple accessibility improvements we will be doing to make this happen:

1. **Staff Training:** Train our staff to be sensitive to the needs of guests with disabilities, including assisting with luggage, offering support, and ensuring a comfortable and inclusive atmosphere.
2. **Accessible Menus:** Provide menus in Braille or large print and ensure staff can assist guests with dietary restrictions or allergies.
3. **Accessibility Feedback:** Encourage guests to provide feedback on accessibility and be responsive to their suggestions for improvement.
4. **Guest Communication:** In booking confirmation email offer assistance and ask about specific accessibility requirements and be prepared to make necessary room adjustments based on guest requests.
5. **Website & Social Media:** Ensure images are partnered with alt text to provide access for blind and partially sighted visitors. Use pictures, short and clear headlines, and bulleted lists to make the text on your website easy to read and comprehend.
6. **Accessible Website Updates:** Regularly conduct website accessibility audits to ensure WCAG compliance and make any necessary improvements to the website to enhance accessibility.
7. **Accessible Information:** Provide information in multiple formats, including Braille, large print, and electronic text, to accommodate guests with visual impairments.
8. **Universal Design:** Incorporate universal design principles into any renovations or new construction projects to ensure long-term accessibility.
9. **Accessible Transportation:** Partner with accessible transportation providers with wheelchair lifts for guests who require them.
10. **Inclusive marketing:** Ensure that our marketing materials, both online and offline, represent diversity and inclusivity. Use images, language, and messaging that resonate with a wide range of audiences.