



Supporting Resource
Access Welcome Guide

Hoban Hotel

Visitor Welcome Guide – The Hoban Hotel

Contents

- A warm welcome! 3**
- Contact information 4**
- Getting here 4**
- Key Accessibility Features 5**
 - General Overview 5
 - Parking 7
 - Building Entrance 8
 - Access to Public Areas 9
 - Restaurant / Dining Room / Bar 10
 - Bedrooms and Bathrooms General 11
 - Wheelchair Accessible Bedrooms and Bathrooms 12
- Additional Accessibility Features Error! Bookmark not defined.**
- Gallery of Images Error! Bookmark not defined.**
- Sensory Story 13**
- Accessible Destination Highlights 13**
- Emergency and Medical Information 14**
- Testimonials - What our customers tell us 14**

A warm welcome!



At the Hoban Hotel, we are committed to providing exceptional customer service and a memorable experience to all our guests. This Welcome Guide provides information to help you get the most from your stay and explore Kilkenny City.

In the Hoban Hotel, our aim is to make every guest feel completely at home and to enjoy every moment of their stay. We take great pride in ensuring that each part of your visit is both memorable and relaxing.

Our team has been carefully chosen for their warmth, professionalism, and commitment to exceptional service. They are trained not only to meet your expectations, but to exceed them.

We are particularly dedicated to welcoming guests of all abilities. This welcome guide has been designed to help you plan a visit tailored to your individual needs. We hope you find it useful; however, if you have any questions or would like to discuss specific requirements that could make your stay more comfortable, please don't hesitate to contact us using the details below.

We look forward to welcoming you soon and offering you the very best of the Hoban experience!

Hugh Fitzpatrick
General Manager

Contact information

To speak to a member of our friendly team, please get in touch with us via telephone or email and we will be happy to help.

Contact us by telephone on: 056 77 83100

Contact us by email on: res@hobanhotelkilkenny.com

Follow or contact us on our social media channels:

Instagram: <https://www.instagram.com/hobanhotelkilkenny/?hl=en>

Facebook: <https://www.facebook.com/hobanhotelkilkenny/>

Getting here

By car:

- If you are arriving by car and using a Sat Nav, our postcode is R95 XV2D. The Hoban has its own private car park with six accessible parking spaces
- We have a drop off / pick up point at the main entrance.

By train:

- The nearest railway station to the hotel MacDonagh Junction which is 5.2 km away (<https://www.irishrail.ie/en-ie/travel-information/accessibility-onboard-trains/planning-your-journey>)
- All trains serving the station offer ramped access for wheelchair users.
- Passenger assistance can be booked for railway journeys. Travellers who need this service are advised to contact (01) 703 2723 or email access@irishrail.ie to book.

By bus:

There is no direct bus service to the Hotel at present.

By taxi:

The taxi rank is directly outside the station and all taxis serving the station are wheelchair accessible. There are also a number of local taxi companies, all of which have wheelchair accessible vehicles. These are:

Telecab

Email: info@telacabtaxiservice.ie

Tel: 087 764 1144

Kilkenny Taxis & Mini Bus Hire
Email: info@kilkennytaxis.ie
Tel: 087 777 7677

Nore Cabs and Limo's
Email: info@norecabs.ie
Tel: +353 83 8899043

Nearest airport:

The nearest airport to the hotel is Dublin Airport, <https://www.dublinairport.com/accessibility/requesting-assistance> which is 136.10km from the hotel.

Ferry Port:

The nearest Ferry Port is at Rosslare <https://www.rosslareeuroport.ie/en-ie/passenger/accessibility/>

Key Accessibility Features

We want our hotel to be your 'home from home' and have a range of accessibility features to support your during your stay which are summarised below.

If you require more comprehensive accessibility information to help you plan or enhance your stay, our Access Guide has been designed to provide you with the information you need.

General Overview

Accessibility features and description

Disability awareness / equality training

Disability awareness / equality training is provided for staff.

Assistance available 24 hours

There is 24-hour guest assistance available.

Emergency evacuation plan for disabled people

Personal or General Emergency Evacuation Plans are in place for disabled customers.

Additional detailed accessibility information

Additional detailed accessibility information is available online.

<https://www.hobanhotelkilkenny.com/accessible-hotel>

Virtual tour

An interactive virtual tour, or a walk / wheel through film, is available either on the business website or on-site.

Free familiarisation visits

Free familiarisation visits are available. You are welcome to arrange a visit ahead of booking/visiting to familiarise yourself and/or others with the venue at no additional cost.

Map / floorplan showing accessibility facilities

A map or floorplan showing accessibility facilities is available.

Facilities for assistance dogs

Facilities are available for assistance dogs e.g. water bowls, sleeping mat and access to outside area.

Tactile signage

Tactile signage is available. This may include Braille.

Large-print information on-site

Large print information is available on-site.

Audio Information

A tablet is available at the Front desk which can read out the Hotel Information

Enclosed outdoor area

There is an enclosed outdoor area for customer use.

Sensory equipment

Sensory equipment is available on request.

Wheelchair-accessible toilet in public areas

A designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, is available within the main public areas.

The accessible toilet has as a minimum:

- Step-free access.
- A manoeuvring space of 1500mm x 1500mm.
- An outward opening door, where possible, with a minimum width of 750mm (800mm Scotland and Ireland)
- 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.
- An emergency assistance alarm within reach from the floor.

Wheelchair / scooter charging point

There is at least one wheelchair / scooter charging point.

Parking



Parking: Feature and description

Designated accessible parking

Designated accessible parking bays are available within 50 metres of the main entrance or an alternative step-free entrance if applicable.

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

There is a step-free route with a firm surface from the parking to the main entrance or an alternative step-free entrance.

Building Entrance



Building Entrance: Feature and description

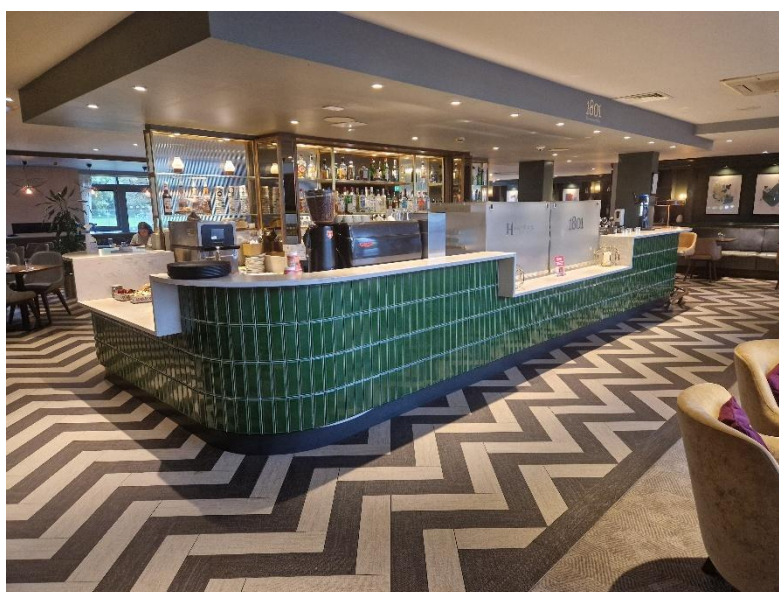
Step-free entrance

There is step-free access at the main entrance or an alternative entrance. This may be via a ramp or lift.

Automatic door at accessible entrance

An automatic door is available at the main entrance or an alternative step-free entrance that opens on approach and/or by a push-button.

Access to Public Areas



Access to Public Areas Feature and description

Step-free access to all or most areas

There is step-free access to all or most areas. This may include access by ramp or lift. As a minimum, there is step-free access to an accessible toilet and at least one food and beverage outlet, where available.

Lift

There are lifts available.

Restaurant / Dining Room / Bar



Restaurant / Dining Room / Bar: Feature and description

Wheelchair-accessible food and beverage outlet

There is at least one wheelchair-accessible food and beverage outlet on site.

Table service as standard or on request

Table service is available as standard or on request.

Dietary requirements catered for

A selection of food is offered for a range of dietary requirements and is available on request.

Bedrooms and Bathrooms General



Bedrooms and Bathrooms General: Feature and description

Ground floor bedroom with en-suite bathroom

There is at least one ground floor bedroom with an en-suite bathroom.

Standard bathroom with separate shower unit

There is at least one bathroom for a standard bedroom with a separate shower unit or wet room, instead of a shower over a bath.

Allergy-friendly bedroom

There is a designated bedroom in which measures have been taken to significantly reduce allergens. – Wooden Floor with no carpets

Wheelchair Accessible Bedrooms and Bathrooms



Wheelchair Accessible bedrooms and bathrooms: Feature and description

Wheelchair-accessible bedroom
 There is at least one wheelchair-accessible bedroom to accommodate wheelchair users and others with mobility impairments.

Wheelchair-accessible bathroom with roll-in shower
 There is at least one wheelchair-accessible bathroom with a level floor, including a roll-in shower.

Hoist
 A mobile, gantry or ceiling-track hoist is available for use in at least one wheelchair accessible bedroom. – **This must be booked with the Irish Wheelchair Association.**

Wheelchair Accessible bedrooms and bathrooms: Feature and description

Twin / double bed options in wheelchair-accessible bedroom Both double and twin bed configurations are available in at least 2 wheelchair-accessible bedroom(s). Not all configurations may be available in every room.

Electric profiling bed

An electric profiling bed is available. – ***This must be booked with the Irish Wheelchair Association.***

Free-standing shower chair

A free-standing shower chair is available.

Fixed shower seat

There is a fixed shower seat.

Sensory Story

Our Sensory Story is also designed to help you familiarise yourself with our venue before your visit and may be particularly helpful for autistic visitors and others.

[\(Add link to Sensory Story here\)](#)

Accessible Destination Highlights

We want our guests to have an enjoyable and memorable break with us. We are located in a stunning part of the country with a host of things to enjoy which are accessible and inclusive.

For any queries that we cannot assist with, we have provided the Kilkenny Access Officers details below.

Access Officer: Eamonn Tyrrell

Email: accessofficer@kilkennycoco.ie

Phone: 056 7794277

Kilkenny County Council
County Hall,
John Street,
Kilkenny
R95 A39T

If you would like help to put together an itinerary for your stay, please just ask any member of our team.

Emergency and Medical Information

- The nearest hospital Accident and Emergency Centre to the hotel is St Lukes Hospital, 5.6km from the Hotel.
- The nearest pharmacy is Mulligans Pharmacy, in Smithlands Business Park. The contact number of the pharmacy is (056) 777 7333

Testimonials - What our customers tell us...

We are committed to providing an outstanding experience and love to hear from our guests. Here are just a few comments from some of our recent visitors:

TC Wexford

Hotel very nice, room assessable clean warm and inviting. Staff friendly and helpful.

LF Galway

Hotel staff amazing. Room assessable, Bathroom perfect. Could not fault facilities.

MOD Kilkenny

Staff at the Hotel were excellent ,accommodating nothing is a problem to them.

PD Wicklow

Staff, food and service excellent. Hotel was spotless.

MM Dublin

When I walk through the door of the Hotel, I am greeted with such warmth, welcomed as if I am the only one there. The respect shown to me is such a treat I am looked at as a human being not a person with a Disability. I know my illness will progress, but I can still come as the Hotel has, they have large accessible rooms kitted out with a ceiling Hoist floors that are easy to manoeuvre on with my wheelchair. Large assessable bathrooms.

PN Cork

What a great Hotel to accommodate people with disabilities. I am a 28 years old and two years ago was my first holiday since I was a child. The reason for this is the Accessibility within the hotel and the use of hoists. Beds etc. I come on my own use staff supports from the IWA, otherwise I am on my own enjoying a few drinks great food and chatting to people just like everyone else. Hotel is so assessable.

Information last updated 2nd March 2026