



Accessible  
and Inclusive  
Tourism

# Checklist for Developing your Access Welcome Guide

Visitor Attractions and Experiences





## How to use the Checklist

Complete the Checklist. For each item you mark 'Yes,' publish the corresponding accessibility feature and its description in your Access Welcome Guide.

If you feel you have not ticked many boxes, don't worry! This information will still be important for many of your customers. There is no immediate action required for features marked 'No'. These can serve as food for thought. You may wish to revisit them with your team to explore what's feasible or valuable to introduce in the future.

Need help? See the guidance on [Creating your Access Welcome Guide](#). For reference, view the [Example Access Welcome Guide - Emerald Hotel](#)

# 1. Welcome

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Ideally, your "Welcome" should include all or some of the features below:</p> <ul style="list-style-type: none"> <li>● Consider a message from the business owner or a senior member of team</li> <li>● Include a suitable image or images e.g.               <ul style="list-style-type: none"> <li>○ Your team</li> <li>○ Your venue</li> <li>○ Visitors enjoying your venue</li> </ul> </li> <li>● Share your commitment to being accessible and inclusive to everyone</li> <li>● Invite people to contact you with any queries</li> <li>● Let the personality of your business shine.</li> </ul>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p>	<p>Welcome to (name of Attraction or Experience)</p> <p>(Name of Attraction or Experience) is committed to ensuring that all visitors have a full and equal opportunity to benefit from everything that we offer.</p> <p>To understand the information, services and facilities that are available at our Attraction or Experience, please see below.</p> <p>If we have not covered your access needs in this document, please contact us on +353 (0) XXX or email: info@attractionorexperiencenam e.ie and we will discuss your needs and will be delighted to offer our assistance where we can.</p>

## 2. Contact Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you offer your visitors a few different ways to contact you?</p> <p>(e.g. telephone, email, text message, and the Irish Text Relay service which is available for use by deaf people and people with speech impairments)</p>	<input type="checkbox"/> Yes	<p><b>Contact Information</b></p> <p>If you require assistance, please telephone: XXX, text message: XXX or email: xxx@attractionorexperience name.ie</p>

## 3. Getting Here

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Use the description field to explain the different ways guests can reach your Attraction or Experience.</p> <p><b>Can the Attraction or Experience be reached by?</b></p> <p><b>Car</b></p> <ul style="list-style-type: none"> <li>Attraction or Experience's Eircode</li> <li>Accessible parking available</li> <li>Provide road directions from the nearest city &amp; airport.</li> </ul>	<input type="checkbox"/> Yes	<p><b>Pre Arrival</b></p> <p>Eircode (Postcode): XXX XXXX</p>





# 4. Key Accessibility Features

## 4.1 Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have detailed accessibility information developed by a third-party provided for your business?</b></p>	<p><input type="checkbox"/> Yes</p>	<p><b>Detailed Accessibility Information</b></p> <p>We have worked with (insert name of third-party provider) to provide detailed accessibility information so that you can find out about our facilities before you visit. For more information please click here on our website (add link.)</p>
<p><b>Do you have a virtual tour on your website?</b></p> <p>A virtual tour may be in the format of an interactive virtual tour, walk or wheel through film.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Virtual tour</b></p> <p>An interactive virtual tour, walk or wheel through film, is available:</p> <ul style="list-style-type: none"> <li>• on our website. (Add link)</li> </ul>
<p><b>Do you have large print information available on-site?</b></p> <p>Large print information is at least 16-point font, ideally 18, using a sans serif typeface. The text should also have good visual contrast with its background. E.g. large print versions of:</p> <ul style="list-style-type: none"> <li>• Details about your venue</li> <li>• Menus</li> <li>• Safety information</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Large-print information on-site</b></p> <p>We have the following information in large print:</p> <p>(State which large print information you provide e.g.:</p> <ul style="list-style-type: none"> <li>• Details about your venue</li> <li>• Menus</li> <li>• Safety information)</li> </ul>

# 4. Key Accessibility Features

## 4.1 Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have a map or floorplan showing accessibility facilities?</b></p> <p>This could be:</p> <ul style="list-style-type: none"> <li>• A map which helps customers understand where key accessibility features are, possibly including distances, e.g. from Accessible Parking to Entrance, Location of Accessible toilets; step-free routes; sensory spaces.</li> <li>• A floorplan of the venue which helps customers understand the layout of a building showing key accessibility features e.g. Accessible toilets; step-free routes.</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Map or floorplan showing accessibility facilities</b></p> <p>A map or floorplan showing accessibility facilities is available (add link.)</p>

# 4. Key Accessibility Features

## 4.1 Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you provide information in English Braille or audio format?</b></p>	<p><input type="checkbox"/> Yes</p>	<p><b>English Braille or audio information</b></p> <p>Information is available in:</p> <p>(State which formats are available e.g.</p> <ul style="list-style-type: none"> <li>● English Braille</li> <li>● Audio</li> </ul> <p>and for what information e.g.</p> <ul style="list-style-type: none"> <li>● Details about your venue</li> <li>● Menu</li> <li>● Safety information)</li> </ul>
<p><b>Is tactile signage available?</b></p> <p>Tactile signage can be read by touch and includes raised print or symbols or Braille. Tactile signage should be provided for safety signage, lifts and toilet door signage as a minimum.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Tactile signage</b></p> <p>Tactile signage is available. This includes Braille.</p>

# 4. Key Accessibility Features

## 4.2 Services

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you provide disability awareness or equality training for staff?</b></p> <p>This training should ideally be provided for all staff on induction and refreshed (for at least those in customer-facing positions) at regular intervals.</p>	<input type="checkbox"/> Yes	<p><b>Disability awareness or equality training</b></p> <p>Disability awareness or equality training is provided for staff.</p>
<p><b>Do you have an emergency evacuation plan for visitors with disabilities or access requirements?</b></p> <p>These consider the specific needs of visitors with disabilities to facilitate their swift and safe evacuation in an emergency.</p> <ul style="list-style-type: none"> <li>• A Personal Emergency Evacuation Plan (PEEP) applies to accommodation providers (For more information see National Disability Authority's '<a href="#">Safe Evacuation for All</a>')</li> <li>• A General Emergency Evacuation Plan (GEEP) applies to all other tourism businesses.</li> </ul>	<input type="checkbox"/> Yes	<p><b>Emergency evacuation plan for visitors with disabilities or access requirements</b></p> <p>General Emergency Evacuation Plans are in place for visitors with disabilities.</p> <p>If you would like to know more, please ask a member of our team.</p>

# 4. Key Accessibility Features

## 4.2 Services

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you offer free familiarisation visits?</b></p> <p>A familiarisation visit allows potential customers to visit your business in advance and familiarise themselves with your venue at no additional cost.</p>	<input type="checkbox"/> Yes	<p><b>Free familiarisation visits</b></p> <p>Free familiarisation visits are available. Guests are welcome to arrange a visit ahead of booking or visiting to familiarise themselves and others with the venue at no additional cost.</p>
<p><b>Do you provide fast-track queueing for disabled customers?</b></p> <p>This is a service for disabled people, e.g. autistic visitors, which allows quicker entry into the venue and access to areas that can involve queueing e.g. rides, minimising the time and stress spent queueing.</p>	<input type="checkbox"/> Yes	<p><b>Fast-track queueing</b></p> <p>Fast-track queueing is available for disabled customers.</p> <p>(Provide details of where this is available and how visitors can access this facility.)</p>
<p><b>Do you offer a "touch tour"?</b></p> <p>A touch tour is a guided experience that allows people to explore a space or exhibits by touch, often before a performance.</p>	<input type="checkbox"/> Yes	<p><b>Touch tour</b></p> <p>A 'touch tour' is available.</p> <p>(Provide details of where and when 'touch tours' are available, along with how to book.)</p>

# 4. Key Accessibility Features

## 4.2 Services

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have designated "quiet times"?</b></p> <p>These are specific periods during which noise levels are reduced to create environments that better meet the needs of people with sensory sensitivities, cognitive disabilities, or other conditions that may be exacerbated by loud or busy environments.</p>	<input type="checkbox"/> Yes	<p><b>Designated "quiet times"</b></p> <p>Designated "quiet times", during which noise levels are reduced to meet the needs of people with sensory sensitivities e.g. autistic visitors, are available.</p> <p>(Provide details of "quiet times" available.)</p>
<p><b>Do you offer "relaxed performances"?</b></p> <p>A 'relaxed performance' is where the usual auditorium or theatre 'rules' are adjusted. Adjustments may include:</p> <ul style="list-style-type: none"> <li>• Increased lighting levels</li> <li>• Reduced noise levels</li> <li>• Visitors are permitted to consume their own food</li> <li>• Seating does not need to be reserved</li> <li>• People are permitted to move around</li> </ul>	<input type="checkbox"/> Yes	<p><b>"Relaxed performances"</b></p> <p>"Relaxed performances" are available.</p> <p>(Provide details of "relaxed performances" available.)</p>

# 4. Key Accessibility Features

## 4.2 Services

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have Sign Language Services?</b></p> <p>Do you offer Sign Language Services in e.g:</p> <ul style="list-style-type: none"> <li>• Irish Sign Language (ISL)</li> <li>• Liamh</li> <li>• Other</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Sign Language</b></p> <p>The following Sign Language services are available:</p> <ul style="list-style-type: none"> <li>• ISL</li> <li>• BSL</li> <li>• ASL</li> <li>• Other</li> </ul>

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have an assistive listening or hearing enhancement system available e.g. a fixed or portable hearing loop?</b></p> <p>An assistive listening or hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that is switched to the hearing loop setting.</p> <p>Signage should be positioned where loops are effective.</p>	<input type="checkbox"/> Yes	<p><b>Assistive listening system</b></p> <p>There is an assistive listening system available e.g. a hearing loop.</p> <p>(List the locations where it is available.)</p>
<p><b>Do you have an emergency alarm with flashing lights, in addition to an audible alarm?</b></p> <p>An emergency alarm with strobe or flashing lights alerts deaf visitors to a fire or other emergency scenario.</p>	<input type="checkbox"/> Yes	<p><b>Emergency alarm with flashing lights</b></p> <p>There is an emergency alarm with strobe or flashing lights, to alert deaf guests to a fire or other emergency scenario.</p> <p>(List the locations where it is available.)</p>
<p><b>Do you have a designated quiet space or room?</b></p> <p>A designated quiet space or room is designed to provide a calm and tranquil environment for those who may require this facility e.g. autistic visitors.</p>	<input type="checkbox"/> Yes	<p><b>Designated quiet space or room</b></p> <p>A designated quiet space or room is available.</p> <p>(Let visitors know where this is located.)</p>

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have facilities for assistance dogs?</b></p> <p>This should include water bowls and a toilet area either within the grounds of your venue or nearby. Ideally this should also incorporate a biowaste bin and dog-poop bags or a pooper scooper along with a handwash station for owners.</p> <p>Irish equality legislation gives Guide Dog and Assistance Dog owners the right to access businesses and services without discrimination.</p>	<input type="checkbox"/> Yes	<p><b>Facilities for assistance dogs</b></p> <p>Facilities are available for assistance dogs e.g. water bowls, toilet area, etc.</p> <p>(Let visitors know where this is and how far it is from the venue).</p>
<p><b>Do you have an enclosed outdoor area for customer use?</b></p> <p>This is a designated space e.g. a play area or garden which is fully enclosed for visitor safety e.g. with fencing, walls or hedges.</p>	<input type="checkbox"/> Yes	<p><b>Enclosed outdoor area</b></p> <p>There is an enclosed outdoor area for customer use.</p>
<p><b>Are wheelchairs or mobility scooters available for visitors?</b></p>	<input type="checkbox"/> Yes	<p><b>Wheelchair and scooter loan</b></p> <p>Wheelchairs, mobility scooters are available for visitors.</p> <p>(State whether there is a charge or not for this service.)</p>

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Is sensory equipment available?</b></p> <p>Sensory equipment may or may not be provided in a dedicated sensory room. It may include:</p> <ul style="list-style-type: none"> <li>• Bubble tubes</li> <li>• Projectors</li> <li>• Fibre optics lights, etc.</li> </ul> <p>You may also provide sensory items as part of a sensory kit or backpack, such as ear defenders and fidget toys.</p>	<input type="checkbox"/> Yes	<p><b>Sensory equipment</b></p> <p>Sensory equipment is available. This may or may not be in a dedicated sensory room.</p> <p>(List the equipment that is available.)</p>
<p><b>Do you have at least one designated space where customers can charge their wheelchair or scooter?</b></p>	<input type="checkbox"/> Yes	<p><b>Wheelchair or scooter charging point</b></p> <p>There is at least one wheelchair or scooter charging point.</p>
<p><b>Do you have adapted equipment available on site to enable disabled visitors to access your services or experiences?</b></p> <p>Adapted equipment may include:</p> <ul style="list-style-type: none"> <li>• Accessible children's play equipment.</li> <li>• Hoist e.g. into swimming pools.</li> </ul>	<input type="checkbox"/> Yes	<p><b>Adapted or accessibility equipment available on site</b></p> <p>(State which adapted equipment you have available on site and where it is located. Please provide the name and model number of your hoist, if you have one.)</p>

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Is there a dedicated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, available within the main public areas?</b></p> <p>An accessible toilet should have as a minimum:</p> <ul style="list-style-type: none"> <li>• Step-free access</li> <li>• A manoeuvring space of 1500mm x 1500mm</li> <li>• An outward opening door, where possible, with a minimum width of 800mm</li> <li>• A transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side</li> <li>• Horizontal grab rail positioned on the wall adjacent to the toilet</li> <li>• An emergency assistance alarm within reach from the floor</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Wheelchair accessible toilet in public areas</b></p> <p>(Please provide a detailed description of this room.)</p> <p>A designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, is available within the main public areas.</p> <p>This has as a minimum:</p> <ul style="list-style-type: none"> <li>• Step-free access.</li> <li>• A manoeuvring space of 1500mm x 1500mm</li> <li>• An outward opening door, where possible, with a minimum width of 800mm</li> <li>• A transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side.</li> <li>• Horizontal grab rail positioned on the wall adjacent to the toilet.</li> <li>• An emergency assistance alarm within reach from the floor.</li> </ul>

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>(continued) Is there a dedicated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, available within the main public areas?</b></p> <p>Accessible toilets should never be used as a storage space and the transfer space next to the toilet should be kept clear.</p> <p>It is preferable to have outward opening doors (or sliding doors) to accessible sanitary facilities. If inward opening doors are used, the size should be increased to ensure that the swing of the inward opening door does not encroach into the wheelchair turning space, activity space or transfer area.</p> <p>Note * Refer to 1.3.3.3(g) for doors opening towards a major access route or an escape route **Refer to TGD B for the provisions relating to escape routes. <a href="#">Building Regulations Technical Guidance Document M 2022</a>.</p>		

# 4. Key Accessibility Features

## 4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have a Changing Places toilet?</b></p> <p>A Changing Places toilet includes an adult size changing bench, toilet, sink and hoist. This facility should be registered on the <a href="#">Changing Places website</a>.</p>	<input type="checkbox"/> Yes	<p><b>Changing Places toilet</b></p> <p>(Please provide a detailed description of this room.)</p> <p>There is a Changing Places toilet, which includes an adult size changing bench, toilet, sink and hoist.</p>
<p><b>Do you have seating at regular intervals?</b></p> <p>On larger sites, seating should be provided at 50 metre intervals to supports visitors who need to rest.</p>	<input type="checkbox"/> Yes	<p><b>Seating at regular intervals</b></p> <p>Seating is available at approximately 50 metre intervals to support visitors who need to rest.</p>
<p><b>Do you have a wheelchair-accessible viewing area?</b></p> <p>This is a designated space, with step-free access, that is specifically designed to accommodate wheelchair users and others with accessibility requirements, providing them with an optimal vantage point to view performances, presentations, or activities.</p>	<input type="checkbox"/> Yes	<p><b>Wheelchair-accessible viewing area</b></p> <p>A wheelchair-accessible viewing area with step-free access is available, providing an optimal vantage-point to view performances, presentations or activities.</p> <p>(Amend to reflect your own offering.)</p>

# 4. Key Accessibility Features

## 4.4 Parking

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Are designated accessible parking bays or areas available within 50 metres of the main entrance or an alternative step-free entrance if applicable?</b></p> <p>These bays may or may not require a Blue Badge to be displayed (consider international visitors arriving by car who may have a different badge).</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Designated accessible parking</b></p> <p>Designated accessible parking bays are available within 50 metres of the main entrance or an alternative step-free entrance.</p> <p>(Please amend as appropriate.)</p>
<p><b>Is there a step-free route with a firm surface from the car park to the main entrance or an alternative step-free entrance?</b></p> <p>The route from the parking to the entrance should be step-free providing level access suitable for a wheelchair user. The route may include access by ramp or lift.</p> <p>The route should have a firm and reasonably smooth surface to accommodate wheelchair users and others with accessibility requirements i.e. no cobbles, bare earth, sand or unbonded gravel.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Step-free route with firm surface from car park to entrance</b></p> <p>There is a step-free route with a firm surface from the parking to the main entrance or an alternative step-free entrance.</p> <p>(Where applicable, include a route map.)</p>

# 4. Key Accessibility Features

## 4.5 Building Entrance

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Is there step-free access at a customer entrance?</b></p> <p>Step-free entrances provide level access suitable for a wheelchair user. There should not be any raised thresholds. The entrance may include access by ramp (temporary or permanent) or lift.</p> <ul style="list-style-type: none"> <li>Ramp Gradients should be as shallow as possible. The preferred gradient should be 1:20 with the length of individual sections no more than 10m with a maximum rise of 500mm. Intermediate landings should be provided after each 10m slope.</li> <li>Provide a continuous handrail on both sides at a height between 900 -1000mm, extending 300mm beyond the ramp and terminating in a closed end.</li> <li>A clear unobstructed turning circle of 1800mm diameter is required at the top and bottom of landings of a ramp.</li> </ul> <p>If your step-free entrance is not your main entrance, you should only select this feature if the alternative entrance is welcoming to customers. Other entrances, such as for staff or through kitchens, should not be included.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Step-free entrance</b></p> <p>There is step-free access at the main entrance or an alternative entrance. This may be via a ramp or lift.</p>

# 4. Key Accessibility Features

## 4.5 Building Entrance

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have an automatic door at the main entrance or an alternative step-free entrance?</b></p> <p>An automatic door opens either on approach or by a push-button at a height accessible for wheelchair users.</p> <p>Entrance devices, e.g. push pads and swipe cards, for automatic doors, should be located 900-1050mm from floor level.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Automatic door at accessible entrance</b></p> <p>An automatic door is available at the main entrance or an alternative step-free entrance that opens on approach and by a push-button.</p>

# 4. Key Accessibility Features

## 4.6 Access to Public Areas

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have step-free access to all or most areas?</b></p> <p>Can your customers enter and move around all or most key areas of your business without encountering any steps or stairs that could pose a barrier to wheelchair users?</p> <p>A minimum requirement is that visitors can access an accessible toilet and at least one food and beverage outlet, where available.</p> <p>To achieve this the layout and infrastructure of your establishment may include features such as ramps or lifts, as well as wide doorways and corridors to other step-free key areas such as:</p> <ul style="list-style-type: none"> <li>• Reception area</li> <li>• Food &amp; beverage areas</li> <li>• Meeting rooms</li> <li>• Accessible accommodation</li> <li>• Galleries and museum spaces</li> <li>• Adapted experiences</li> <li>• Changing Places toilet</li> </ul>	<p><input type="checkbox"/> Yes</p> <p>If you don't tick yes, please provide an explanation about the location of the steps and where they lead to.</p>	<p><b>Step-free access to all or most areas</b></p> <p>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.</p> <p>(State which other key public areas can be reached via step-free access.)</p>

# 4. Key Accessibility Features

## 4.6 Access to Public Areas

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Is your venue all on one level?</b> This would be step-free, with no raised thresholds.</p>	<input type="checkbox"/> Yes	<p><b>Single level</b> The venue is all on one level, with no steps or raised thresholds.</p>
<p><b>Is a lift available between floors and changes in level, as an alternative to stairs?</b> A lift may be a standard passenger lift, wheelchair stairlift or a platform lift designed for disabled people.  An evacuation chair should also be available in case of emergency.  Stairs should be designed with safety features that make them navigable for everyone, including those with vision loss. These features include high contrast edges, handrails, and tactile paving at the top and bottom.</p>	<input type="checkbox"/> Yes	<p><b>Lift</b> There are lift(s) available.</p> <p><b>Stairs</b> The stairs include high contrast edges, handrails, and tactile paving at the top and bottom.  An evacuation chair is also available in case of emergency.</p>

# 4. Key Accessibility Features

## 4.7 Restaurant or Café or Bar

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have at least one wheelchair-accessible food and beverage outlet?</b></p> <p>The outlet can accommodate wheelchair users and others with mobility impairments. It will typically have features such as ramps or lifts to facilitate step-free entry and exit, wide doorways with a minimum width of 800mm, wide aisles to allow manoeuvrability and accessible seating areas with tables at appropriate heights.</p>	<input type="checkbox"/> Yes	<p><b>Wheelchair-accessible food and beverage outlet</b></p> <p>There is at least one wheelchair-accessible food and beverage outlet on site.</p>
<p><b>Can table and chairs be rearranged on request to create additional space where it is required, e.g. restaurant or café so as to accommodate a wheelchair user?</b></p>	<input type="checkbox"/> Yes	<p><b>Table and chairs can be rearranged</b></p> <p>Tables and chairs in our restaurant or café (amend as appropriate) can be rearranged on request to accommodate a wheelchair user.</p>
<p><b>Do you provide table service as standard or on request?</b></p> <p>You may offer table service as standard, or if you normally provide self-service, you may offer the option for disabled customers to request table service if required.</p>	<input type="checkbox"/> Yes	<p><b>Table service as standard or on request</b></p> <p>Table service is available.</p> <p>(Qualify if this is offered as standard or on request.)</p>

# 4. Key Accessibility Features

## 4.7 Restaurant or Café or Bar

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you offer a selection of food for a range of dietary requirements?</b></p> <p>Dietary requirements may include:</p> <ul style="list-style-type: none"> <li>• Food allergies or intolerances</li> <li>• Religious dietary restrictions</li> <li>• Specific dietary preferences or choices</li> <li>• Food available with softer textures</li> <li>• Food items separated on the plate</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Dietary requirements catered for</b></p> <p>(State the dietary requirements you cater for e.g. gluten free, sugar free, lactose free, vegan etc.)</p>

# 4. Key Accessibility Features

## 4.8 Retail

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Do you have at least one wheelchair-accessible retail outlet?</b></p> <p>The outlet can accommodate wheelchair users and others with mobility impairments. It will typically have features such as ramps or lifts to facilitate step-free entry and exit and wide doorways with a minimum of 800mm.</p> <p>There should also be adequate space between display stands and fixtures to enable wheelchair, mobility scooter and buggy users to manoeuvre with ease.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Wheelchair-accessible retail outlet</b></p> <p>(Please provide a detailed description of this space.)</p> <p>There is at least one wheelchair-accessible retail outlet on-site.</p>
<p><b>Staff assistance</b></p> <p>Are staff available to assist disabled customers if required? e.g.</p> <ul style="list-style-type: none"> <li>Reaching products on higher shelving</li> <li>Assisting a customer who is blind or partially sighted.</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Staff assistance</b></p> <p>Staff are available to assist disabled customers if required.</p>

# 5. Gallery of Images

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Gallery of images</b></p> <p>Providing a "gallery of images" will help people to familiarise themselves with your venue and can support visit planning for a range of visitors.</p> <ul style="list-style-type: none"> <li>• Arrival</li> <li>• Parking</li> <li>• Entrance</li> <li>• Inside areas</li> <li>• Sensory Room</li> <li>• Outside areas</li> <li>• Toilets</li> <li>• Staff &amp; uniforms they wear</li> </ul>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes</p>	<p><b>Gallery of images</b></p> <p>We have a gallery of images to support visit planning. This can be found on (give details of the web page containing your gallery of images) or (add link).</p>

## 6. Sensory Story

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Sensory Story</b></p> <p>A Sensory Story uses short sentences and relevant images which show what someone might see, hear, touch, taste or smell during a visit. They are useful in supporting pre-visit familiarisation for neurodivergent visitors and others.</p> <ul style="list-style-type: none"> <li>• Lots of pictures</li> <li>• Short, simple sentences</li> <li>• Outlines what someone might:             <ul style="list-style-type: none"> <li>• See, Hear, Touch, Taste, Smell</li> </ul> </li> <li>• Supports visit planning</li> <li>• Include anything "unusual"</li> </ul>	<p><input type="checkbox"/> Yes</p>	<p><b>Sensory Story</b></p> <p>A Sensory Story is available to help with familiarisation before visiting us.</p> <p>To view our Sensory Story, please click on: Business Name Sensory Story</p> <p>(Provide a hyperlink to your Sensory Story which will also be available on the Plan Your Visit section on your website. Download your <a href="#">Sensory Story Guidelines</a>.)</p>

# 7. Accessible Destination Highlights

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Accessible destination highlights</b></p> <p>Providing information about other accessible places and opportunities in your area will enable your visitors to plan suitable itineraries in the destination with ease.</p> <ul style="list-style-type: none"> <li>• Give relevant suggestions from across the tourism “value chain” in your destination or area.</li> <li>• List any partnerships or discount schemes you have with other businesses               <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Attractions and experiences</li> <li>• Food and drink</li> <li>• Events, festivals and shows</li> <li>• Add a link to their accessibility information</li> </ul> </li> </ul>	<input type="checkbox"/> Yes	<p><b>Accessible destination highlights</b></p> <p>During your visit, you may want to explore the wider area. Here are a few of the venues nearby which also have a good level of accessibility.</p> <p>If you are in any doubt about whether a venue is suitable for you, please check the venue's online accessibility information or contact the venue directly.</p> <p>(Add relevant destination highlights below and provide links to relevant accessibility information, where available.)</p> <p>We also strongly advise that you include a “disclaimer” alongside this information.)</p> <p>“Disclaimer: The accessibility information provided by these businesses has not been independently verified. We do not guarantee the accuracy or completeness of this information. If you have concerns, we strongly recommend that you contact the business directly to confirm whether the venue meets your needs.”</p>

# 8. Emergency and Medical Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Emergency and medical information</b></p> <p>Add relevant emergency and medical information or contact details to help give reassurance including your nearest:</p> <ul style="list-style-type: none"> <li>• Hospital</li> <li>• GP surgery</li> <li>• Pharmacy</li> <li>• Mobility equipment or aid retail (if relevant)</li> <li>• Defibrillator</li> </ul> <p>Let visitors know if you have a backup power supply as this may also be valuable for them to know.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Emergency and medical information</b></p> <p>We recognise that there are times when not everything goes smoothly and have provided the following information to help “just in case”:</p> <p>(Add relevant emergency and medical information here.)</p>

# 9. Testimonials

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Testimonials</b></p> <p>Testimonials can help give confidence and inspire people to visit, so:</p> <ul style="list-style-type: none"> <li>• Gather feedback from visitors with disabilities e.g.               <ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Feedback form</li> <li>• Social media</li> <li>• Include a range of visitors who avail of your accessible services</li> </ul> </li> </ul> <p>Showcase examples of these in your Guide.</p>	<input type="checkbox"/> Yes	<p><b>Testimonials</b></p> <p>(Add visitor feedback with visitor permission to publish it).</p>

# 10. Date Produced & Last Updated

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p><b>Date produced &amp; last updated</b> Permits customers to see how current the Access Welcome Guide is. Review annually as a minimum to ensure the information remains accurate and up to date.</p> <p>You should update the information as soon as you make any relevant changes to your business.</p>	<p><input type="checkbox"/> Yes</p>	<p><b>Date produced &amp; last updated</b> We are constantly reviewing and improving our customer experience, and any changes will be reflected in our Access Welcome Guide.</p> <p>We welcome your feedback! If you have any questions or suggestions about accessibility at (Attraction or Experience name], please contact us at info@attractionorexperience.name.ie or call us at + 353 (0) XXXX.</p> <p>This Access Welcome Guide was produced on DD/MM/YYYY and last updated on DD/MM/YYYY</p>



**Fáilte  
Ireland**