



Checklist for Developing your Access Welcome Guide

Food and Drink



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"> ● Consider a 'message from the business owner or senior member of the team' ● Include a suitable image or images e.g. <ul style="list-style-type: none"> ○ Your team ○ Your venue ○ Visitors enjoying your venue ● Share your commitment to being accessible and inclusive to everyone ● Invite people to contact you with any queries ● Let the personality of your business shine. 	<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 Business)</p> <p>(Name of Business) 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@businessname.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 guests 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 D/deaf people and people with speech impairments)?</p>	<input type="checkbox"/> Yes	<p>Contact Information</p> <p>If you require assistance, please telephone: XXX, text message: XXX or email: info@businessname.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 property.</p> <p>Can the business be reached by?</p> <p>Car</p> <ul style="list-style-type: none"> • Business' Eircode • Accessible parking available • Provide road directions from the nearest city & airport 	<input type="checkbox"/> Yes	<p>Pre Arrival</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>Do you have detailed accessibility information developed by a third-party provided for your business?</p>	<input type="checkbox"/> Yes	<p>Detailed Accessibility Information</p> <p>We have worked with (Insert name of third- party) 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>Do you have a virtual tour on your website?</p> <p>A virtual tour may be in the format of an interactive virtual tour or walk or wheel through film.</p>	<input type="checkbox"/> Yes	<p>Virtual tour</p> <p>An interactive virtual tour, or a walk or wheel through film, is available (Add link to website).</p>
<p>Do you have a map or floorplan showing accessibility facilities?</p> <p>This could be:</p> <ul style="list-style-type: none"> 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. 	<input type="checkbox"/> Yes	<p>Map or floorplan showing accessibility facilities</p> <p>A map or floorplan showing accessibility facilities is available. (Add hyperlink)</p>

4. Key Accessibility Features

4.1 Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<ul style="list-style-type: none"> A floorplan of a venue which helps customers understand the layout of a building showing key accessibility features, e.g. accessible toilets; step-free routes. A room plan of a designated accessible unit, bedroom or bathroom showing, e.g. position of furniture; circulation space; door widths. 	<input type="checkbox"/> Yes	<p>Large-print information on-site</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"> Details about your venue Menus Safety information)
<p>Do you have large print information available on-site?</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. For example, large print versions of:</p> <ul style="list-style-type: none"> Details about your venue Menus Safety information 	<input type="checkbox"/> Yes	<p>Large-print information on-site</p> <p>We have the following information in large print:</p> <p>(State which large print information you provide)</p>

4. Key Accessibility Features

4.1 Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you provide information in English Braille or audio format?</p>	<p><input type="checkbox"/> Yes</p>	<p>English Braille or audio information</p> <p>Information is available in:</p> <p>(State which formats are available e.g.</p> <ul style="list-style-type: none"> ● English Braille ● Audio <p>and for what information e.g.</p> <ul style="list-style-type: none"> ● Details about your venue ● Menu ● Safety information)
<p>Is tactile signage available?</p> <p>Tactile signage can be read by touch and includes raised print, 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>Tactile signage</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>Do you provide disability awareness or equality training for staff?</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>Disability awareness or equality training</p> <p>Disability awareness or equality training is provided for staff.</p>
<p>Do you offer free familiarisation visits?</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>Free familiarisation visits</p> <p>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.</p>
<p>Can tables and chairs be rearranged, on request, to create additional space where it is required, such as to accommodate a wheelchair user?</p>	<input type="checkbox"/> Yes	<p>Table and chairs rearranged, on request</p> <p>To create additional space for a wheelchair user, tables and chairs can be rearranged on request.</p>

4. Key Accessibility Features

4.2 Services

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you provide table service as standard or on request?</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>Table service as standard or on request</p> <p>Table service is available (Qualify if this is offered as standard or on request).</p>
<p>Do you offer a selection of food for a range of dietary requirements?</p> <p>Dietary requirements may include:</p> <ul style="list-style-type: none"> • Food allergies or intolerances • Religious dietary restrictions • Specific dietary preferences, choices • Food available with softer textures • Food items separated on the plate 	<input type="checkbox"/> Yes	<p>Dietary requirements catered for</p> <p>(State the dietary requirements you cater for)</p>

4. Key Accessibility Features

4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have an assistive listening and or hearing enhancement system available, e.g. a fixed or portable hearing loop?</p> <p>An assistive listening and or hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that's switched to the hearing loop setting.</p> <p>Signage should be positioned where loops are effective.</p>	<p><input type="checkbox"/> Yes</p>	<p>Assistive listening system</p> <p>There is an assistive listening system available.</p> <p>(List the locations where it is available)</p>
<p>Do you have an emergency alarm with flashing lights, in addition to an audible alarm?</p> <p>An emergency alarm with strobe, flashing lights alerts deaf guests to a fire or other emergency scenario.</p>	<p><input type="checkbox"/> Yes</p>	<p>Emergency alarm with flashing lights</p> <p>There is an emergency alarm with strobe, flashing lights, to alert deaf guests to a fire or other emergency scenario.</p> <p>(List the locations where it is available)</p>

4. Key Accessibility Features

4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have facilities for assistance dogs?</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 some 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>Facilities for assistance dogs</p> <p>Facilities are available for assistance dogs.</p> <p>(Let visitors know where this is and how far it is from the venue)</p>
<p>Do you have a table located in a quieter area where noise is minimised, e.g. no background music?</p> <p>This should be away from areas of loud noise, such as kitchen entrances and audio speakers.</p>	<input type="checkbox"/> Yes	<p>Quieter table</p> <p>A table located in a quieter area is available, where noise is minimised.</p>

4. Key Accessibility Features

4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have an enclosed outdoor area for customer use?</p> <p>This is a designated space, e.g. a play area or garden which is fully enclosed for guest safety, e.g. with fencing, walls or hedges.</p>	<input type="checkbox"/> Yes	<p>Enclosed outdoor area</p> <p>There is an enclosed outdoor area for customer use.</p>
<p>Do you have at least one designated space where customers can charge their wheelchair or scooter?</p>	<input type="checkbox"/> Yes	<p>Wheelchair or scooter charging point</p> <p>There is at least one wheelchair or scooter charging point.</p>
<p>Is there a designated accessible toilet designed for wheelchair users, and others with visible and non-visible accessibility requirements, available within the main public areas?</p> <p>An accessible toilet should have as a minimum:</p> <ul style="list-style-type: none"> • Step-free access • A manoeuvring space of 1500mm x 1500mm • An outward opening door, where possible, with a minimum width of 800mm • A transfer space on at least one side of the toilet with a drop-down grab rail on the transfer side 	<input type="checkbox"/> Yes	<p>Wheelchair accessible toilet in public areas</p> <p>(Please provide a detailed description of this wheelchair accessible toilet)</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"> • Step-free access. • A manoeuvring space of 1500mm x 1500mm

4. Key Accessibility Features

4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<ul style="list-style-type: none"> Horizontal grab rail positioned on the wall adjacent to the toilet An emergency assistance alarm within reach from the floor <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 or 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. Building Regulations Technical Guidance Document M 2022.</p>	<input type="checkbox"/> Yes	<ul style="list-style-type: none"> An outward opening door, where possible, with a minimum width of 800mm 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.

4. Key Accessibility Features

4.3 Facilities & Equipment

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have a Changing Places toilet?</p> <p>A Changing Places toilet includes an adult size changing bench, toilet, sink and hoist. This facility should be registered on the Changing Places website.</p>	<p><input type="checkbox"/> Yes</p>	<p>Changing Places toilet</p> <p>(Please provided a detailed description of this Changing Places toilet)</p> <p>There is a Changing Places toilet, which includes an adult size changing bench, toilet, sink and hoist.</p>

4. Key Accessibility Features

4.4 Parking

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Are designated accessible parking bays or areas available within 50 metres of the main entrance or an alternative step-free entrance if applicable?</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>	<input type="checkbox"/> Yes	<p>Designated accessible parking (Please provide a detailed description of your accessible parking)</p> <p>Designated accessible parking bays are available within 50 metres of the main entrance or an alternative step-free entrance if applicable.</p>
<p>Is there a step-free route with a firm surface from the car park to the main entrance or an alternative step-free entrance?</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>	<input type="checkbox"/> Yes	<p>Step-free route with firm surface from car park to entrance (Please provide a detailed description of this route)</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>Is there step-free access at a customer entrance?</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"> 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. Provide a continuous handrail on both sides at a height between 900-1000mm, extending 300mm beyond the ramp and terminating in a closed end. A clear unobstructed turning circle of 1800mm diameter is required at the top and bottom of landings of a ramp. <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>Step-free entrance</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>Do you have an automatic door at the main entrance or an alternative step-free entrance?</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>Automatic door at accessible entrance</p> <p>An automatic door is available at the main entrance or an alternative step-free entrance that opens on approach or by a push-button.</p> <p>(Provide a detailed description of this automatic door)</p>

4. Key Accessibility Features

4.6 Access to Public Areas

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have step-free access to all or most areas?</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"> • Reception area • Food & beverage areas • Meeting rooms • Accessible accommodation • Galleries and museum spaces • Adapted experiences • Changing Places toilet 	<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>Step-free access to all or most areas</p> <p>(Please provide a detailed description of your step-free access)</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. Where applicable, include a route map)</p>

4. Key Accessibility Features

4.6 Access to Public Areas

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

5. Retail

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Do you have at least one wheelchair-accessible retail outlet?</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>	<input type="checkbox"/> Yes	<p>Wheelchair-accessible retail outlet</p> <p>There is at least one wheelchair accessible retail outlet on site (Provide any relevant details).</p>
<p>Staff assistance</p> <p>Are staff available to assist disabled customers if required? For example, to:</p> <ul style="list-style-type: none"> • Reaching products on higher shelving • Assisting a customer who is blind or partially sighted. 	<input type="checkbox"/> Yes	<p>Staff assistance</p> <p>Staff are available to assist disabled customers, if required (Please provide any relevant details).</p>

6. Additional Accessibility Features

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Additional accessibility features</p> <p>Don't feel constrained - add any additional features and services you provide for customers with disabilities and others with accessibility requirements</p>	<p><input type="checkbox"/> Yes</p>	<p>Additional accessibility features</p> <p>In addition to the information listed above, the following are also available:</p> <p>(List additional accessibility features)</p>

7. Gallery of Images

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Gallery of images</p> <p>The images provided should incorporate the areas below:</p> <ul style="list-style-type: none"> • Arrival • Parking • Entrance • Inside areas • Sensory Room • Outside areas • Toilets • Staff & uniforms they wear 	<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>Gallery of images</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).</p>

8. Sensory Story

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Sensory Story</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> <p>A Sensory Story should:</p> <ul style="list-style-type: none"> • Contain lots of pictures • Contain short, simple sentences outline what someone might: <ul style="list-style-type: none"> - See, Hear, Touch, Taste, Smell • Support visit planning • Include anything 'unusual' 	<p><input type="checkbox"/> Yes</p>	<p>Sensory Story</p> <p>A Sensory Story is available to help with familiarisation before visiting us.</p> <p>To view our Sensory Story, please click on: (Provide a hyperlink to your Sensory Story, which will also be available on the Plan Your Visit section on your website. Download your Sensory Story Guidelines.)</p>

9. Accessible Destination Highlights

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Accessible destination highlights</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"> • Give relevant suggestions from across the tourism "value chain" in your destination or area. • List any partnerships or discount schemes you have with other businesses <ul style="list-style-type: none"> ○ Accommodation ○ Attractions and experiences ○ Food and drink ○ Events, festivals <p>(Add a link to their accessibility information)</p>	<p><input type="checkbox"/> Yes</p>	<p>Accessible destination highlights</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>(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 the information provided.</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 specific accessibility requirements or concerns, we strongly recommend that you contact the business directly to confirm whether the venue meets your needs")</p>

10. Emergency and Medical Information

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Emergency and medical information</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"> • Hospital • GP surgery • Pharmacy • Mobility equipment or aid retail (if relevant) • Defibrillator <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>Emergency and medical information</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>

11. Testimonials

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

11. Date Produced & Last Updated

Accessibility Feature	Do you have this feature?	Description in Access Welcome Guide
<p>Date produced & last updated</p> <p>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>Date produced & last updated</p> <p>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!</p> <p>If you have any questions or suggestions about accessibility at (business name), please contact us at info@businessname.ie call us at + 353 (0) XXXX.</p> <p>This Access Welcome Guide was produced on (Provide date) and last updated on (Provide date).</p>



**Fáilte
Ireland**