



Access Welcome Guide

The Heritage

Killenard, Co Laois

Contents

A Warm Welcome	3
Contact Information	4
Information	6
Services	6
Facilities & Equipment	6
Additional Accessibility Features	11
Gallery of Images	12
Accessible Destination Highlights	16

A Warm Welcome

At The Heritage, we are committed to providing the warmest of welcomes to all our guests.

This Access Welcome Guide provides information and inspiration to help you get the most from your stay and explore our beautiful part of Ireland.

At The Heritage, we want all our guests to feel at home and enjoy every minute of their stay. We take the greatest care to ensure that every aspect of your visit is memorable and enjoyable: whether it's sampling the delicious food in our restaurants, relaxing in our grounds, or exploring the wider area.

Our dedicated team are selected for their friendly approach and customer focus and are trained to not only meet, but to exceed your expectations. We are especially committed to ensuring that we are accessible for a wide range of visitors and have put this Access Welcome Guide together to help you plan a stay which meets your individual needs.

We hope that this Access Welcome Guide gives you the information that you need to plan a stay. If we have not covered your access needs in this document, please contact us on 353 (0)57 86 45500 or email us at info@theheritage.com so that we can discuss your requirements. We would be delighted to offer our assistance wherever we can.

We look forward to meeting you and offering you the warmest of welcomes!

Peter Prinsloo

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: +353 (0)57 86 95000

Contact us by email on: info@theheritage.com

Getting Here

By car:

Just one hour from Dublin The Heritage is located in the quiet village of Killenard, a stone's throw from the town of Portarlinton. From the M7 take Junction 14 towards the R445 Monasterevin/Athy/Rathangan.

At the roundabout take the 3rd exit, take a left into the town of Monasterevin.

Continue through the town of Monasterevin travelling along the R445 for approximately 13 min.

Turning right and travelling for approximately 6 mins

Take a right into the village of Killenard.

The Heritage will be on your left.

By train:

The nearest train station is Portarlinton, 3km from the village of Killenard, served daily, travelling time from Dublin is approximately 45 minutes. For details of the train timetable, please visit the Irish Rail website at irishrail.ie.

Nearest airport:

The nearest Airport is Dublin Airport, which is approximately 1 ½ hour's drive away by car. For any flight information and reservation requirements, please contact the front desk by dialling 5800.

Key Accessibility Features

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

Information

Floorplan:

A map of each floor showing accessibility facilities is available upon request from our reception team.

Services

Assistance available 24 hours:

There is 24-hour assistance available. Visit reception at any time or from your room, dial 0 on your room telephone for assistance.

Emergency evacuation plan for guests with disabilities or access requirements:

Personal or General Emergency Evacuation Plans are in place for guests with disabilities. If you would like to familiarise yourself with this plan during your stay, please let us know prior to check in.

Free Familiarisation Visits:

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

Facilities & Equipment

Emergency Alarm with Flashing Lights:

There is an emergency alarm with strobe or flashing lights, to alert deaf guests to a fire or other emergency scenario.

These are in the following locations:

- Seven Bar disabled toilet
- Ballroom disabled toilet

Designated Quiet Space or Room:

A designated quiet space or room is available upon request.

Enclosed Outdoor Area:

There is an enclosed outdoor area for customer use. This is available in the courtyard, located just off The Garden Room or in The Terrace, located just outside Seven Bar.

Wheelchair Loan:

Wheelchairs are available for visitors, free of charge. Please note, these are available upon request, and we recommend requesting on booking to ensure availability.

Wheelchair or Scooter Charging Point:

There is at least one wheelchair or scooter charging point. This can be found on the ground floor.

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 off the reception area.

This has as a minimum:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- An outward opening door 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

Parking

Designated Accessible Parking:

Designated accessible parking bays are available within 50 metres of the main entrance with 6 accessible parking bays on site.

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.



Building Entrance

Step-free Entrance:

There is a step-free entrance at the main entrance of the hotel.



At the spa, there is also step-free entrance with gradient also.



Automatic Door at Accessible Entrance:

An automatic door is available at the main entrance of the hotel and the spa building also.

Access to Public Areas

Step-free Access to All Areas:

There is step-free access to all areas to the following areas:

- Reception area
- Seven Bar
- Blake's Restaurant
- Meeting Rooms
- Ballroom
- Health Club
- Spa
- Accessible Toilet

Lifts:

There are lifts available to all bedrooms. An evacuation chair is available in case of emergency.

Restaurant or Dining Room or Bar

Wheelchair-accessible Food and Beverage Outlet:

Both our food outlets, Seven Bar and Blake's Restaurant, situated on the ground floor, has step free access.

Quieter Table:

A quieter table in a quieter area is available upon request, where noise is minimised.

Table Service as Standard:

Table service is available as standard.

Bedrooms & Bathrooms – General

Wheelchair Accessible Bedrooms with En-Suite Bathroom:

There are four wheelchair accessible bedrooms with en-suite bathrooms available on the first floor, accessible by lift.

Standard Bathroom with Separate Shower Unit:

Each of the four aforementioned bedrooms include accessible bathrooms with separate shower unit/wet room, instead of a shower over a bath.

Fridge in Bedroom:

A fridge is available in all bedrooms in which food, drinks or medication can be stored.

Furniture Rearranged in Bedrooms on Request:

To create additional space, furniture can be rearranged on request.

Wheelchair Accessible Bedrooms & Bathrooms

Wheelchair Accessible Bedrooms:

There are four wheelchair accessible bedrooms to accommodate wheelchair users and others with mobility impairments.

These have, as a minimum:

- Step-free access (rooms are located on first floor using a lift)
- A minimum door width of 800mm
- An internal circulation space of 1500mm x 1500mm
- Emergency assistance alarm

The bed height is 600mm.

The space underneath the bed (from floor to bed base) is 50mm.

Wheelchair Accessible Bedroom with an Adjoining Bedroom:

There is two wheelchair accessible bedrooms with an adjoining bedroom available on request when booking.

Wheelchair-Accessible Bathroom with Roll-In Shower:

There are four wheelchair-accessible bathrooms with roll-in showers in each of our four accessible bedrooms.

These have as a minimum:

- Step-free access (rooms are located on first floor using a lift)
- An internal circulation space of 1500mm x 1500mm
- A minimum outward opening door width of 800mm
- Roll-in shower with movable enclosures
- A transfer space on at least one side of the toilet
- Grab rails by the toilet, washbasin, shower
- Emergency assistance alarm

Fixed Shower Seat:

There is a fixed shower seat in each of our accessible bathrooms.

Emergency Assistance Alarm:

An emergency assistance alarm is available in all accessible bathrooms (both in public spaces and within bedrooms).

Furniture Rearranged in Bedrooms on Request:

To create additional space, furniture can be rearranged on request.

Additional Accessibility Features**Wheelchair Accessible Retail Outlet:**

The retail space in The Heritage Spa is wheelchair-retail outlet and can be found in The Heritage Spa building.

Staff Assistance in Retail Outlet:

Staff are available to assist disabled customers if required.

Gallery of Images

Arrival



Parking



Entrance to Hotel Building



Entrance to Spa Building



Inside Areas



Accessible Bedrooms and Bathrooms



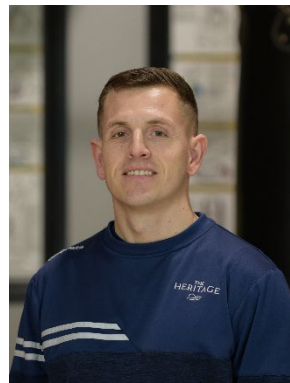
Outside Areas



Toilets



Staff & Uniforms They Wear



Accessible Destination Highlights

We want our guests to have an enjoyable and memorable break with us. We are in a stunning part of Laois and Ireland's Ancient East with a host of things to enjoy which are accessible and inclusive. These include:

- Kildare Village
- Newbridge Silverware
- Solas Eco Garden Centre
- Irish National Stud and Japanese Gardens

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

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.

Emergency and Medical Information

The nearest hospital Emergency Department to the hotel is in Midlands Regional Hospital Portlaoise, 10.7 miles / 17.3 kms from the hotel.

The nearest GP Surgery is in Portarlinton, 3.4 miles / 5.5 kms away. The contact number for the surgery is 057 8623138.

The nearest pharmacy is McGreal's Pharmacy, Portarlinton, 3.16 miles / 5.1 kms away. The contact number for the pharmacy is 057 8642920.

If you require oxygen during your stay, seek Health Service Executive (HSE) advice and talk to your oxygen supplier to ask if they can deliver to the hotel. Guests have previously had oxygen successfully delivered.

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:

I arrived by train, I called the hotel as there were no taxis available, they sent the hotel car to collect me, very nice and practically helpful. I had a fantastic stay, ate in the bar for lunch and for our evening meal. The food was delicious. We then enjoyed a cocktail by the fire in the bar, while enjoying the music. We used the pool and spa facilities also, clean and very relaxing. A terrific experience! 5 stars – Stayed February 2026, TripAdvisor

Many thanks to all the team at The Heritage Hotel, from reception to the fab friendly team in bar Seven to the Breakfast & Dinner teams in Blake's restaurant, everyone was friendly & attentive making our stay a truly wonderful experience. I need to also mention the housekeeping team who behind the scenes ensured our bedroom & hotel is spotless. I have a special thank you to Pauline at the Spa, Pauline's treatments were excellent but equally as important her kindness & warmth made my time in the Spa an absolute joy. As with the hotel all the staff in the Spa were attentive & friendly, creating a very welcoming atmosphere. To sum it up, happy & valued staff definitely create the most wonderful hospitality experience! Thank you all for a wonderful stay. – Stayed February 2026, TripAdvisor

I recently stayed at The Heritage and it was such an amazing experience from start to finish. The rooms were beautiful, spotless and so comfortable. Everything felt well looked after and you could tell care goes into every detail. The food was excellent and breakfast was so good. There was a great choice and everything tasted fresh. It honestly set the tone for the whole day. The staff were also so nice and welcoming. From the moment we arrived, we felt at ease. Everyone was friendly and helpful and it made the whole stay even better. But the real highlight for me was the spa and my treatments with Sarah. I had a Swedish full body massage and a one hour facial and they were honestly unreal. I spend long periods driving so my legs are always tight and heavy. Sarah really worked on them properly and you could feel she genuinely cared about getting the tension out. She didn't rush. She took her time and focused on exactly where I needed it most. Afterwards my legs felt so much lighter and looser. I could actually feel the difference straight away. The facial was just as good. My skin felt so soft and fresh afterwards and it had such a healthy glow. It felt clean, smooth and properly looked after. Her face and head massage was unreal and I felt all my tension melt away. After everything Sarah also gave me some really helpful recommendations for my skin, which I appreciated so much. She is amazing at what she does. You feel comfortable straight away and completely relaxed in her hands. The spa is 100 percent a must visit. The thermal spa downstairs is absolutely beautiful and beyond relaxing. All the staff in the spa I encountered was incredibly friendly and helpful as well. I left feeling relaxed and so refreshed. This hotel and spa is a must visit. – Stayed February 2026, Google Review

We are constantly reviewing and improving our customer experience, and any changes will be reflected in our Access Welcome Guide.

We welcome your feedback!

If you have any questions or suggestions about accessibility at The Heritage hotel, please contact us at info@theheritage.com or call us on +353 57 8695000.

This Access Welcome Guide was produced in February 2026 and last updated in February 2026.