

The g Hotel and Spa - Access Welcome Guide

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Produced: February 2026

Last Updated: 26 February 2026

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Welcome

Welcome to The g Hotel and Spa.

We are committed to providing a welcoming, inclusive and dignified experience for every guest. Our goal is to ensure that all visitors feel confident when planning their stay, comfortable on arrival, and supported throughout their time with us.

Accessibility at The g Hotel and Spa is not an added feature, it is an integral part of how we deliver five star hospitality.

This guide has been created to provide clear and honest information about accessibility throughout the hotel. If your individual access requirements are not covered within this document, we warmly encourage you to contact us in advance so that we can discuss how best to support your visit.

Key Accessibility Features (Quick Reference)

- Step free access to reception and main public areas
- Passenger lifts serving all floors
- Audible and visual lift announcements
- 3 fully accessible guest bedrooms
- Roll in showers with grab rails and emergency pull cords
- Accessible public toilets
- Accessible baby changing facilities
- Designated quiet space available upon request
- Large print information available
- Assistance dogs welcome throughout
- AED (Automated External Defibrillator) onsite
- Personal Emergency Evacuation Plans (PEEPs) available upon request
- Guests who may require evacuation assistance are encouraged to inform reception on arrival so that appropriate arrangements can be discussed

Please note:

- The main entrance doors are currently manual (automatic doors are planned for installation this year)
- There is currently no hearing loop at reception
- Vibrating alarm devices are not currently available in guest bedrooms

Our Approach to Accessibility

Accessibility at The g Hotel and Spa is grounded in thoughtful design, attentive service, and continuous improvement. Independent audits and benchmarking tools provide valuable insight into international best practice and help identify areas for enhancement, particularly in relation to information provision, training, and consistency.

At the same time, the lived experience of our guests is shaped by the usability of the building, the availability of step free access, and the confidence and care of our team. The hotel benefits from strong accessibility foundations across public areas, accommodation, dining and leisure facilities. We continue to invest in training, communication formats and support systems to ensure that accessibility evolves in line with guest expectations and recognised standards.

Mission Statement

At The g Hotel and Spa, our mission is to create an environment where every guest feels respected, valued and empowered to enjoy their stay without limitation. Luxury is defined not only by design and comfort, but by inclusivity, dignity and care.

We are committed to providing accessible facilities and services, clear and flexible communication, and a team that is trained to respond professionally and sensitively to individual needs. We listen to feedback and use it to guide ongoing improvements, recognising that inclusion is an ongoing journey rather than a fixed destination.

Personal Access Butler

To support a seamless experience, the hotel offers a dedicated access point of contact for guests who wish to discuss their requirements in advance. This support can include guidance on room suitability, access routes, arrival arrangements, dining needs, equipment requests and coordination with hotel departments.

Guests are encouraged to make contact prior to arrival so that preparations can be made discreetly and efficiently, allowing for a relaxed and confident stay.

We aim to respond to accessibility enquiries within 24 hours. Please contact us at ghotel_accessible@leonardohotels.com

Booking and Pre Arrival Planning

Bookings may be made online or by telephone. Guests are encouraged to share any accessibility requirements at the time of booking so that appropriate arrangements can be confirmed in advance.

On request, the hotel can provide detailed information including room layouts, measurements, photographs or short videos of relevant areas, bathroom features and access routes. Information can also be provided in alternative formats such as large print or simplified text.

Location, Arrival and Parking

The g Hotel and Spa is located at Wellpark, Old Dublin Road, Galway and is accessible by car, taxi and local public transport.

Please note that there are 10 steps to reach the reception lobby from the front of the building.

Valet parking is available at the front entrance, providing a smooth arrival experience with staff assistance available. A step-free alternative entrance is accessible via Wellpark Shopping Centre, with designated accessible parking spaces located nearby. Basement parking is also available and provides lift access to reception and guest room floors.

All parking surfaces are level and suitable for wheelchairs and mobility aids. Guests requiring additional time or space for unloading equipment are encouraged to contact reception for assistance.

Nearest Train Station: Galway Ceannt Station (approximately 2.5 km)

Nearest Airport: Shannon Airport (approximately 1 hour by car)

Nearest Pharmacy: Boots Pharmacy, Wellpark Shopping Centre (1 minute walk)

Wheelchair-accessible taxis can be arranged in advance, subject to availability.

Front Entrance -

Front entrance of The g Hotel and Spa in Galway



Step-Free alternative entrance via WellPark Shopping Centre -



Basement Access through elevator -



Reception and Public Areas

Reception and lobby areas are step free and designed to provide a welcoming first impression. Seating is available throughout the lobby and staff are present at all times to assist with check in, orientation, luggage or any additional support required.

A designated quiet space can be made available upon request.

Public areas are arranged to allow comfortable movement and clear routes between key facilities.





Wayfinding and Internal Movement

The hotel aims to support independent navigation through clear layouts and intuitive wayfinding. Signage is legible and positioned at key decision points. Tactile and Braille signage is not currently in place. However, it is included as part of planned accessibility upgrades.

Corridors are predominantly step free and provide generous circulation space. Flooring has been selected to balance luxury with ease of manoeuvrability.

Staircases are fitted with handrails and designed for safe use. Step-free alternatives via lifts are available, and staff are always happy to guide guests along the most suitable route.







Lifts

Passenger lifts provide step-free access between floors. Controls are clearly marked. Audible announcements and visual indicators support guests with hearing impairments.

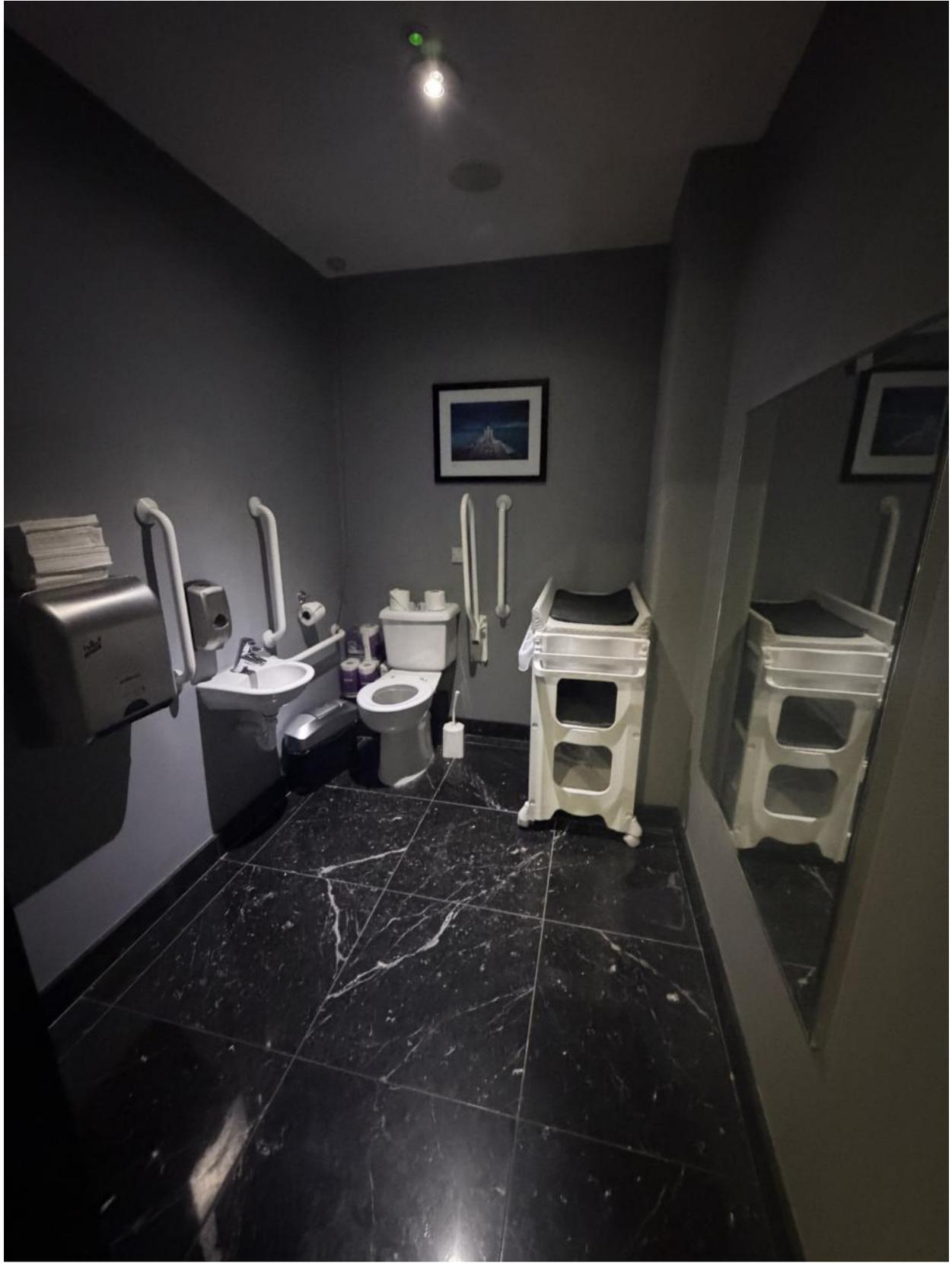




Accessible Toilets and Family Facilities

Accessible toilet facilities are available within public areas and are designed to support dignity, comfort and safety. These facilities include grab rails, adequate manoeuvring space and emergency alarm provision.

Accessible baby changing facilities are available in both men's and women's toilets.



Accommodation and Accessible Guest Rooms

The hotel offers 128 guest rooms, including 3 fully accessible rooms designed to combine comfort, elegance and practical accessibility.

Accessible rooms provide step free entry, wider doorways, appropriate circulation space and flexible furniture layouts. Guests may request detailed measurements, photographs or videos in advance. Refrigeration for medication is available.

En suite bathrooms in accessible rooms feature roll in showers, non slip flooring, grab rails, seating options and emergency alarm systems. These features are maintained as part of the hotel's safety and quality standards





Dining and Food Services

Dining areas are fully accessible with step-free entry and table layouts that support wheelchair users. Quieter seating areas can be arranged on request.

At present, large print menus or other accessible menu formats for visually impaired guests are not yet available. However, improving accessible menu options is a priority and forms part of our planned accessibility upgrades. In the meantime, staff are happy to provide clear verbal descriptions of menu items and assist guests with their selections.

Dietary requirements, allergies, and texture preferences are accommodated wherever possible, and guests are encouraged to discuss these in advance or on arrival.



Leisure and Spa Facilities

The hotel spa is accessible via step-free routes.

Please note that due to physical access limitations, **the Thermal Suite is not accessible to guests who use wheelchairs**, and step-free access to these facilities is not currently available. This includes the sauna and steam room.

Guests who use wheelchairs are able to access:

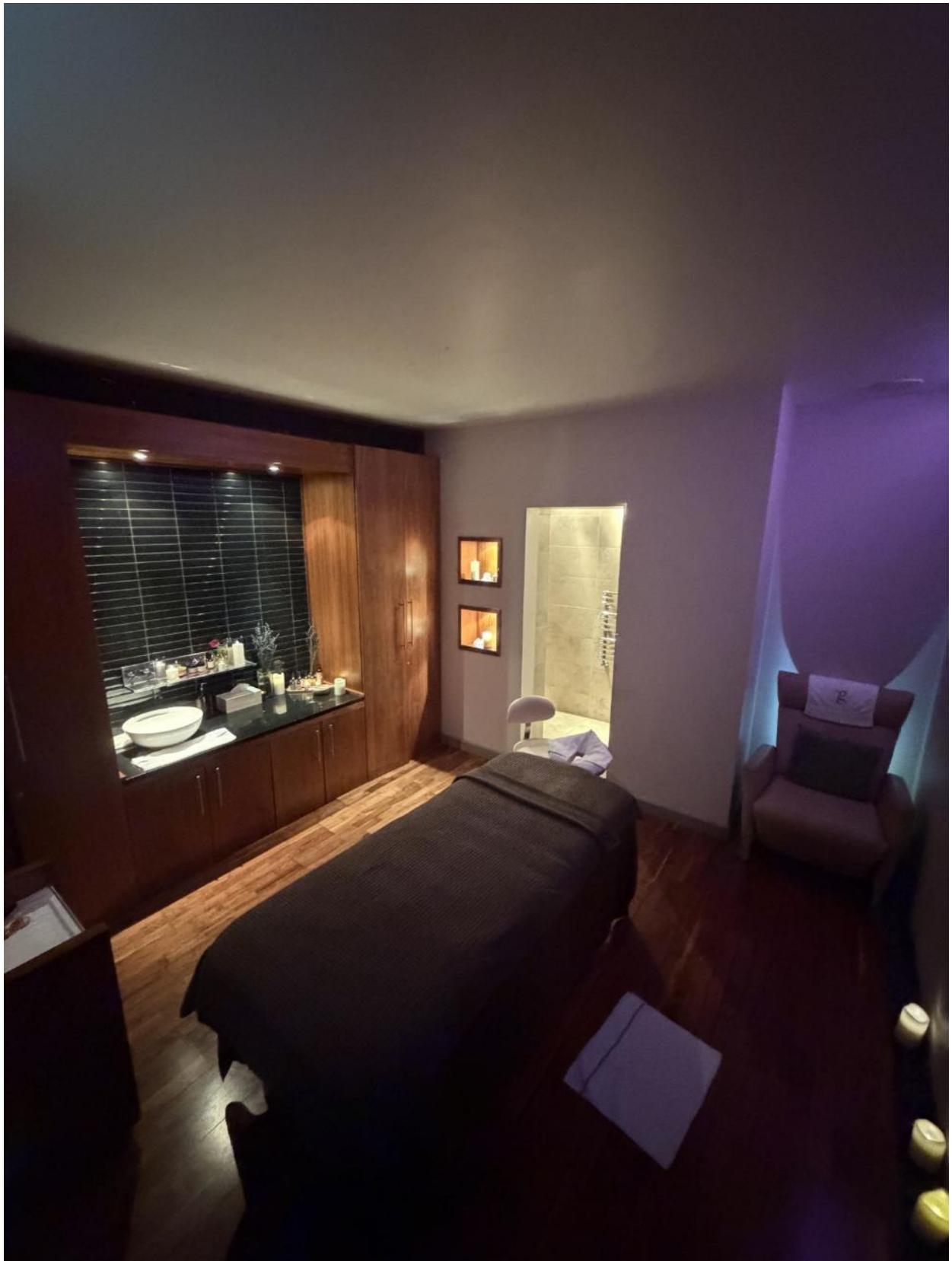
- The relaxation room
- Consultation areas
- Selected treatment rooms (subject to suitability)

Where full step-free access to specific spa facilities is not available, tailored treatments may be arranged in accessible treatment rooms following consultation with the guest.

We recommend contacting the hotel in advance to discuss individual requirements so that appropriate arrangements can be confirmed.







Gym

A new gym facility is currently under development within the hotel.

Accessibility details will be published once construction is complete and facilities are operational.

Guests will be able to request updated accessibility information prior to booking once the gym opens.

Sensory Environment and Communication

The hotel is aware of the importance of a supportive sensory environment and accessible communication for all guests. At present, features such as sensory support items, large print information, and alternative communication options are **not yet available**, but these are included in our planned accessibility improvements.

Staff are always happy to assist guests and provide support wherever possible. Guests with specific sensory or communication requirements are encouraged to contact the hotel in advance so that arrangements can be discussed.

Sensory Story

When you arrive at The g Hotel and Spa, you will see a modern building beside Wellpark Shopping Centre. The entrance area is open and visible from the car park.

Inside, the lobby is spacious with decorative design features. Lighting is warm and consistent. At busier times, you may hear background music, conversation, and the movement of luggage. Live music may be played over the weekends, and a piano performance is often featured during the afternoons, adding to the welcoming atmosphere.

Reception staff will greet you and can provide step-by-step guidance if preferred. A quieter space can be arranged if needed.

Lifts make a soft sound when they arrive and provide both visual and audible floor indicators. Guest corridors are carpeted and generally quiet.

In dining areas, you may hear background music, live performances, and guest conversation. Staff are happy to support with seating arrangements if you prefer a quieter area.

Assistance Dogs

Registered assistance and guide dogs are welcome throughout the hotel. Water bowls can be provided and staff can advise on suitable outdoor relief areas. Advance notice is appreciated to allow appropriate room preparation.

Emergency Procedures and Guest Safety

Emergency routes are clearly marked and staff are trained to assist guests with disabilities in the event of an emergency.

Personal Emergency Evacuation Plans can be discussed and agreed with guests who require additional support, either prior to arrival or at check in.

The hotel has trained first aid personnel and an AED (Automated External Defibrillator) onsite.

Emergency telephone numbers in Ireland: 112 or 999.

Nearest Hospital: University Hospital Galway (approximately 3 km).

Transport and Local Area

Reception can advise on accessible routes, nearby amenities, and transport options. Wheelchair-accessible taxis can be arranged in advance, subject to availability.

Public bus services in Galway are operated by **Bus Éireann** and other local providers, with stops close to the hotel on Dublin Road / Wellpark Retail Centre (just a few minutes' walk from The g Hotel & Spa). Routes such as **350 and 409** serve these stops and link to Eyre Square and other key parts of the city.

Most public buses in Ireland are **low-floor with a designated wheelchair space**, and wheelchair users have priority for this space. City and town bus services in Galway are generally wheelchair accessible and do not require advance booking.

For journey planning and real-time bus information, see:

- **Transport for Ireland Journey Planner** – <https://www.transportforireland.ie/>
- **Bus Éireann timetables and stop information** – <https://www.buseireann.ie/>
- **TFI Local Link Galway services** – <https://www.locallinkgalway.ie/>

Reception can provide up-to-date route maps, accessibility details, and walking distances to nearby stops. We recommend checking schedules in advance, especially on weekends and public holidays.

Testimonials

Guest testimonials will be added following publication of this guide.

Feedback and Continuous Improvement

Guest feedback is welcomed and actively used to enhance accessibility, services and training. Accessibility at The g Hotel and Spa is continuously reviewed and developed in line with guest experience and best practice.