



MIDLANDS PARK HOTEL

ACCESS WELCOME GUIDE

Welcome



Welcome to Midlands Park Hotel! We are delighted to have you with us. At Midlands Park, we believe that travel should be enjoyable, safe, and accessible for everyone. Our team is committed to providing an environment where all our guests - regardless of age, ability, or need - feel comfortable, supported, and valued.

Accessibility isn't just about meeting standards - it's about ensuring every visitor experiences the warmth, care, and character that makes our hotel special. Whether you're visiting for business, leisure, or a special occasion, we want your stay to feel seamless and memorable.

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) 5786 78 588 or email us at : info@midlandsparkhotel.com so that we can discuss your requirements. We would be delighted to offer our assistance wherever we can.

Joyce Bray

Interim 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.

- **Hotel Reception:** +353 (0) 5786 78 588
- **Email:** info@midlandsparkhotel.com
- **Website Accessibility Info:** www.midlandsparkhotel.com/accessibility
- **Social Media:** [Facebook](#), [Instagram](#), [LinkedIn](#), [Tiktok](#)

Tip: Our team is happy to discuss your requirements, from room layout to dietary needs, and can offer assistance in planning your visit.



Getting Here

We want your journey to Midlands Park Hotel to be smooth, comfortable and stress-free. Below is detailed travel information to support your visit planning.

By Car:

Midlands Park Hotel is located in the centre of Portlaoise, just minutes from the M7 Motorway, making it easily accessible from Dublin, Limerick and Cork.

- Eircode: R32 KV20
- Clearly signposted from the M7 (Exit 17 – Portlaoise).
- The hotel offers on-site car parking, including designated accessible parking bays located close to the main entrance.
- A step-free, firm surface route leads from the accessible parking spaces to the hotel entrance.
- A drop-off point is located directly outside the main entrance with level access.
- The main entrance has automatic doors.

For live traffic updates, visit:

- Transport Infrastructure Ireland (www.tii.ie)

If you require assistance on arrival, please call Reception in advance and a team member can meet you at the entrance.

By Bus:

Portlaoise is well served by national and regional bus routes operated by:

- Bus Éireann
- Dublin Coach
- The main bus stops in Portlaoise town centre are approximately 3-5 minutes' walk (approx. 300–400 metres) from the hotel.
- Many services operate low-floor, wheelchair-accessible coaches.
- Accessible boarding assistance should be requested directly from the bus operator when booking.

Footpaths between the main town bus stops and the hotel are paved and level.

Getting Here

By Train:

The nearest train station is:

Portlaoise Railway Station

- Located approximately 1.5 km from the hotel (about 5 minutes by taxi).
- The station is served by regular routes from Dublin Heuston, Cork and Limerick.
- The station provides step-free access, ramps, accessible toilets and assistance services (pre-booking assistance with Irish Rail is recommended).

Train services are operated by:

- Iarnród Éireann

Accessible taxis are available from the station. Reception can assist with pre-booking.

By Taxi / Accessible Transport

Taxis are readily available in Portlaoise town centre and at the train station.

- Wheelchair-accessible taxis can be arranged with advance notice.
- Our Reception Team is happy to pre-book accessible transport prior to your arrival or departure.

We recommend booking accessible vehicles in advance, particularly at weekends or during events.

By Ferry / International Travel

Guests travelling from the UK or Europe may arrive via Dublin Port, Rosslare Port or Cork Port.

From:

- Dublin Port – approximately 1 hour by car
- Rosslare Europort – approximately 2 hours by car

Ferry operators provide onboard assistance for passengers with reduced mobility. We recommend notifying the ferry company in advance.

If travelling from Dublin Airport, the hotel is approximately 1 hour by car via the M7 motorway.

Getting Here

Travel Planning Support

If you have specific mobility, sensory or medical needs, we strongly encourage you to contact us before travelling.

Our team can:

- Provide detailed information about parking and access routes
- Help arrange accessible taxis
- Offer guidance on quieter arrival times
- Assist with luggage or mobility support on arrival

We are here to help make your journey as smooth as your stay.

Key Accessible 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

We have worked with Mobility Mojo to provide detailed accessibility information so that you can find out about our facilities before you visit. For more information please view this completed checklist.

Virtual tour

A virtual tour of the hotel is available below and provides an overview of our facilities

- [Midlands Park Hotel Virtual Tour](#)

We offer accessible bedrooms and en-suite bathrooms as well as our public lounge, bar and dining facilities.



Key Accessible Features

Services

Disability awareness or equality training

Disability awareness or equality training is provided for staff.

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. Please get in touch using the contact details above to arrange this.



Key Accessible Features

Facilities & Equipment

Facilities for assistance dogs

Facilities are available for assistance dogs e.g. water bowls, toilet area, etc. Please ask reception for assistance.

Enclosed Outdoor Area

The hotel features an outdoor terrace and garden area where guests can enjoy fresh air and seating. The space is accessible.

Wheelchair-Accessible Public Toilet

A wheelchair-accessible unisex public toilet is available within the main public areas. It includes grab rails, appropriate manoeuvring space, accessible-height sink.

- Step-free access
- A manoeuvring space of 850 mm
- An outward opening door with a width of 900 mm.
- An emergency assistance alarm cord within reach from the floor
- 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



Key Accessible Features

Parking

Designated Accessible Parking

Accessible parking bays are provided on-site close to the main entrance, allowing reduced travel distance and safer transfer from vehicle to wheelchair.

Step-Free Route from Car Park to Entrance

There is a firm and level surface from accessible parking spaces to the main entrance, supporting independent arrival for wheelchair users and those with mobility impairments.



Key Accessible Features

Building Access

Step-free entrance

There is step-free access at the main entrance via a ramp.

Automatic Door at Accessible Entrance

The main entrance features automatic doors.



Key Accessible Features

Access to Public Areas

Step-Free Access to Most Areas

The hotel provides step-free access to reception, lounge, restaurant, and meeting areas on the main floors.

There is step-free access from the entrance to the following areas:

- Reception area
- Restaurant
- Bar
- Lounge
- Meeting rooms
- Leisure facilities (A ramp leads to this area)
- Accessible Toilets

Lift Access

Passenger lifts provide access to upper floors, including accommodation levels, with accessible controls and sufficient internal space for wheelchair users. The lift door width is 1170 mm.



Key Accessible Features

Restaurant or Dining Room or Bar

Wheelchair-accessible food and beverage outlet

Our wheelchair accessible restaurant, situated on the ground floor, has step free access.

Quieter Table

Quieter tables may be requested, particularly outside peak service times.

Table Service as standard or on request

Table service is available as both standard and on request.

Dietary Requirements Catered For

The hotel caters for a range of dietary requirements, including:

- Gluten Free
- Lactose Free

Guests should advise staff in advance of specific needs.



Key Accessible Features

Bedrooms and Bathrooms - General

Standard Bedrooms with an ensuite or separate bathroom with a shower unit or level-entry shower

Standard bedrooms include en-suite bathrooms. Shower configurations vary; some rooms may offer roll-in or walk-in showers.

Allergy-Friendly Bedroom

Specific allergy-controlled rooms are available and should be discussed in advance.

Furniture Rearranged on Request

Furniture may be rearranged where feasible to accommodate mobility needs. Advance notice is recommended.



Key Accessible Features

Wheelchair Accessible Bedrooms and Bathrooms

Wheelchair-Accessible Bedroom

Accessible bedrooms are available. These rooms provide additional floor space for manoeuvring and accessible bathroom facilities.

These have:

- Step-free access
- A door width of 820mm
- An internal circulation space of 1720 mm
- Height of floor to top of mattress 460 mm
- The space underneath the bed (from floor to bed base) is 180 mm

Wheelchair-Accessible Bathroom with Roll-In Shower

Accessible bathrooms include level-access or roll-in shower facilities with grab rails.

Fixed Shower Seat

Fixed shower seat is provided in our accessible bathrooms.

Twin or Double Bed Options in Accessible Bedroom

The beds in our accessible bedroom can be split to provide two single beds.

Adjoining Accessible Bedroom

Interconnecting rooms are available for those travelling with a companion or carer.

Furniture rearranged in the bedroom on request

To create additional space, furniture can be rearranged on request. Please contact our friendly reception team to arrange.

Gallery of Images

We know how important it is to be aware of accessible facilities available during your visit. This gallery of images will help you to familiarise yourself with the hotel before you visit.

[Gallery of images here](#)

Sensory Story

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

Arrival & Entrance

See:

- A modern glass entrance with automatic doors.
- Friendly staff at the reception desk wearing smart uniforms.
- Wheelchair-accessible ramps and wide doors.

Hear:

- Soft background music in the lobby.
- The sound of the automatic doors opening.
- Occasional chatter of guests and footsteps on polished floors.

Touch:

- Smooth door handles and handrails.
- Comfortable seating in the lobby with soft fabric.
- The cool marble of the reception counter.

Smell:

- Light, fresh scent of flowers or hotel cleaning products.
- Occasional aroma from the café or restaurant nearby.

Taste:

- Optional welcome drink (water, tea, coffee) available at reception.

Unusual / Helpful Info:

- The lobby is bright but not overly shiny, natural light comes in from large windows.
- There may be luggage trolleys moving slowly through the space.

Sensory Story

Corridors & Rooms

See:

- Wide corridors with clear signs and good lighting.
- Room doors with numbers in large print.

Hear:

- Quiet background noise from other guests.
- Elevator bell sounds.

Touch:

- Soft carpets in corridors, smooth door handles.
- Light switches and thermostat controls at accessible heights.

Smell:

- Clean, neutral scents; occasional faint smell of linen.

Taste:

- Mini bar items or room service if available.

Unusual / Helpful Info:

- Some rooms have slightly different layouts; accessible rooms have more space for wheelchair maneuvering.
- Key cards make the door open with a light “click.”

Sensory Story

Restaurant & Bar

See:

- Tables with varied spacing to accommodate wheelchairs or families.
- Menus displayed on boards and printed in accessible formats if requested.

Hear:

- Clinking of cutlery and cups.
- Background music at a low volume.

Touch:

- Smooth tabletop surfaces.
- Comfortable chairs; high chairs available for children.

Smell:

- Delicious food aromas, baked goods, fresh coffee.
- Occasional scents of cleaning products in nearby areas.

Taste:

- Breakfast buffet with sweet and savoury options.
- Dietary-specific meals prepared on request.

Unusual / Helpful Info:

- Breakfast can be busy; quiet seating areas are available on request.
- Buffet items are clearly labelled; allergen info is displayed.

Sensory Story

Leisure & Facilities (Gym, Pool, Spa, Garden)

See:

- Garden with benches and flowers.
- Pool area with safety rails and clear signage.
- Gym with accessible machines.

Hear:

- Water splashing in the pool.
- Soft background music in the spa.

Touch:

- Handrails, smooth surfaces, poolside mats.
- Towels available for touch and comfort.

Smell:

- Chlorine near the pool.
- Fresh flowers or essential oils in the spa.

Taste:

- Refreshing water or juices available at leisure areas.

Unusual / Helpful Info:

- Pool may have echoing sounds; consider bringing headphones if sensitive.
- Spa rooms are dimly lit, calming, and quiet.

Sensory Story

Check-out & Departure

See:

- Reception desk again; luggage storage area if needed.
- Car park or taxi waiting area outside.

Hear:

- Elevator, footsteps, vehicles outside.
- Friendly goodbyes from staff.

Touch:

- Smooth counter, door handles.
- Lift button presses if using elevators.

Smell:

- Neutral scents, sometimes outdoor air from the entrance.

Taste:

- Optional farewell refreshment.

Unusual / Helpful Info:

- Staff can help with luggage to your car or transport.
- Pick-up zones are clearly marked for taxis or accessible vehicles.

Accessible Destination Highlights

Midlands Park Hotel is located in the heart of **Portlaoise**, a vibrant town surrounded by beautiful countryside, heritage sites and family-friendly attractions. Many nearby experiences offer accessible and inclusive facilities. These include:

Dunamaise Arts Centre

A modern arts and cultural venue located in the town centre.

- Wheelchair accessible entrance and seating areas
- Accessible toilet facilities
- Hosts theatre performances, music events, exhibitions and community events throughout the year
- Some performances may include relaxed or inclusive sessions

Portlaoise Town Park

A peaceful green space within walking distance of the hotel.

- Level pathways suitable for wheelchair users and families with buggies
- Seating areas throughout the park
- Sensory-friendly outdoor environment with trees, flowers and open space

Rock of Dunamase

A historic medieval fortress offering panoramic views of the Laois countryside.

- Accessible parking available at the base
- Some pathways are uneven or sloped due to the historic nature of the site
- Outdoor experience with open space and natural surroundings

(Guests with mobility considerations are encouraged to review terrain details in advance.)

Accessible Destination Highlights

Emo Court

A beautiful 18th-century mansion and gardens managed by the OPW.

- Accessible parking
- Level access to parts of the house and café
- Wide, maintained walking paths around the lake and gardens
- Calm and scenic setting suitable for relaxed visits

Portlaoise GAA Club Grounds & O'Moore Park Area

For guests interested in sport and local culture.

- Stadium seating areas with accessible access points
- Events and matches held throughout the year

If you would like assistance in planning your itinerary, arranging accessible transport, or checking specific accessibility features before visiting any attraction, please speak to any member of our team. We are happy to help you plan a stay that suits your needs.

Disclaimer: The accessibility information provided by third-party businesses has not been independently verified by Midlands Park Hotel.

We do not guarantee the accuracy or completeness of this information. If you have specific accessibility requirements or concerns, we strongly recommend contacting the attraction or venue directly prior to your visit to confirm suitability.

Emergency Services

- In an emergency, please dial **112** or **999** from any phone in Ireland.
- Our reception team is available 24 hours a day and can assist with contacting emergency services if needed.

Nearest Hospital – 24 Hour Emergency Department

Midland Regional Hospital Portlaoise

- **Address:** Block Road, Portlaoise, Co. Laois
- **Telephone:** +353 (0)57 862 1364
- Approximately 5 minutes by car from the hotel.

Local GP (Doctor) Services

Maryborough Family Practice

- **Address:** Railway Street, Portlaoise, Co. Laois
- **Telephone:** +353 (0)57 866 2929

The Medicentre Portlaoise

- **Address:** 7 Lyster Square, Portlaoise, Co. Laois
- **Telephone:** +353 (0)57 862 2101

Please contact the practice directly to arrange an appointment. Reception can assist if needed.

Local Pharmacies

Hughes Pharmacy

- **Address:** 91 Main Street, Portlaoise, Co. Laois
- **Telephone:** +353 (0)57 862 1332

Boots Pharmacy (Laois Shopping Centre)

- **Address:** Laois Shopping Centre, Portlaoise, Co. Laois
- **Telephone:** +353 (0)57 868 8788

Pharmacies can provide prescription services, over-the-counter medication, and advice on minor illnesses.

Emergency Services

Out-of-Hours GP Service

MIDOC (Midlands Doctor On Call)

- **Telephone:** 1800 302 702
- Provides urgent GP care outside normal clinic hours (evenings, weekends, and public holidays).

Mobility Equipment Rental

Mobility aids can be arranged locally. We recommend contacting us in advance of your stay to allow time for coordination.

Local provider:

Mobility Aids & More (Portlaoise)

- Main Street, Portlaoise, Co. Laois
- Tel: +353 (0)57 862 2111
- Equipment may include wheelchairs, mobility scooters, walking aids and daily living supports.

Our team can assist with arranging delivery and collection directly to the hotel.

Oxygen Supply & Medical Equipment

If you require oxygen during your stay:

- Please consult the **Health Service Executive (HSE)** before travelling.
- Contact your oxygen supplier to confirm whether delivery can be arranged to the hotel.
- We are happy to coordinate delivery times and provide appropriate storage space in your room if required.

Guests are encouraged to inform us in advance so we can ensure safe and suitable arrangements.

Emergency Services

Oxygen Supply & Medical Equipment

Defibrillator (AED)

- An **Automated External Defibrillator (AED)** is located on-site within the hotel.
- All emergency procedures are in place in line with health and safety regulations.
- Staff are trained to respond appropriately in the event of a medical emergency while awaiting ambulance services.

Reception can guide you to the AED location immediately if required.

Hotel Safety Information

- Fire alarms are audible throughout the building.
- Evacuation instructions are displayed on the back of each bedroom door.
- If you require a **Personal Emergency Evacuation Plan (PEEP)**, please inform Reception on arrival so appropriate arrangements can be made.

Testimonials

At Midlands Park Hotel, we are committed to providing an inclusive, welcoming and comfortable experience for every guest. We truly value feedback, as it helps us continue to improve and ensure our facilities and service meet the needs of all visitors.

Here are just a few comments from some of our recent guests:

"The accessible room was spacious, comfortable and thoughtfully laid out. From arrival to departure, the team were attentive and kind, making our stay completely stress-free."

Margaret & John Kelly, Dublin

"I have specific dietary requirements, and I was so impressed by the range of options available. The staff were knowledgeable and reassuring, which made dining here a pleasure."

Aisling Byrne, Cork

"Travelling with mobility needs can sometimes feel daunting, but everything here felt easy - accessible parking, step-free access and friendly support whenever we needed it. We will definitely return."

Patrick Doyle, Kilkenny

We are continually reviewing and enhancing our accessibility and inclusivity practices. Any updates or improvements will be reflected in this Access Welcome Guide.

We welcome your feedback. If you have any questions, suggestions, or comments regarding accessibility at Midlands Park Hotel, please contact us:

Email: info@midlandsparkhotel.com

Telephone: +353 (0)57 867 8588

