



Accessibility guide

As a team we want a visit to Castleknock hotel to be enjoyable for everyone. Our venue is fully accessible across all levels, with lifts and public areas designated for wheelchair use. We also have a range of accessible seating to be used across the hotel and dedicated staff to help.

This guide has been created to assist those with accessibility requirements enjoy their visit to Castleknock hotel.

If you have any further questions or queries please do not hesitate to get in touch with our team.



Contact Details

Website

Full details about accessibility services and facilities can be found on our website www.castleknockhotel.com

By email

Please send an email to reservations@castleknockhotel.ie and include information in the subject line of your request.

By phone

You can call the main line [+353 \(0\)1 640 6300](tel:+353(0)16406300) and we will be happy to help.



Castleknock Hotel Facilities

Castleknock hotel provides the following facilities to assist customers with access requirements:



Changing Places toilet on the ground floor – providing a spacious environment that is safe, clean and accessible to all



Accessible Toilets on the ground floor and in all accessible suites



Accessible Parking



Accessible Seating on all levels including 9 accessible suites



Other Accessibility Information

Medical and Dietary Requirements

If you are attending an event or to dine at Castleknock hotel and have any medical requirements – please let the member of sales and event team know and they can pass on the details to the dedicated department manager.

At Castleknock hotel we have a food and beverage policy that does not allow food and drink to be brought into the hotel public areas. However we can make allowances in exceptional circumstances for medical conditions.

Access to Performance

If you have any specific requests for performances such as use of our Hearing Loop, English Sign Language Interpretation and Captioning please contact the Castleknock hotel via email at reservations@castleknockhotel.ie. To allow us to make any reasonable adjustments to provide any additional services please allow us 3 weeks' notice prior to the booking date.

Assistance Dogs Assistance dogs are welcome at Castleknock hotel. We would highly recommend that you contact us in advance of your visit to discuss any requirements you or your dog may have.