

ACCESS WELCOME GUIDE

SEVEN OAKS HOTEL & LEISURE CLUB

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A Warm Welcome!

At the Seven Oaks Hotel & Leisure Club, 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 Seven Oaks Hotel & Leisure Club, 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 restaurant, relaxing in our leisure club, or exploring the wider area.

Our dedicated team are selected for their friendly approach and customer focus and are trained not only to 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.

If we have not covered your access needs in this document, please contact us on **+353 (0) 59 9131308** or email us at: **info@sevenoakshotel.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 Carlow welcomes!

Michael Walsh

General Manager



Contact Information

To speak to a member of our friendly team, please get in touch with us by telephone or email and we will be happy to help.

Contact us by telephone on:

+353 (0)59 9131308

Contact us by email on:

info@sevenoakshotel.com

Follow or contact us on Social Media:

Facebook: [Seven Oaks Hotel Carlow](#)

Instagram: [seven oaks hotel carlow](#)

X: [@SevenOaksHotel](#)

Getting Here

By Car:

- If you are arriving by car and using a Sat Nav, our Eircode is R93 V4K5.
- The Seven Oaks Hotel & Leisure Club has its own private car park with three accessible parking spaces.

By Train:

- The nearest railway station to the hotel is Carlow Train Station which is approximately 1km away, a 10-minute walk or 3 minutes by taxi (<https://www.irishrail.ie/en-ie/station/carlow>).
- All trains serving the station offer ramped access for wheelchair users.
- Passenger assistance must be booked in advance for railway journeys.
- Travellers who need this service are advised to contact their local train station to book.

By Bus:

- The nearest bus stop to the hotel is Carlow Coach Park which is approximately 1.4km away, a 15-20 minute walk or 5 minutes by taxi. Bus Éireann provides a bus that would be wheelchair accessible but it must be booked at least 24 hours in advance (<https://www.buseireann.ie/wheelchair-accessible-routes>).

Getting Here

By Taxi:

There is a taxi rank directly outside the train station, some of these taxis are wheelchair accessible.

There are two local taxi companies which have wheelchair accessible vehicles. These are:

- Carlow Cabs
Website: <https://carlowcabs.com/>
Phone: +353 (0)59 9140000
- Bridge Cabs
Website: <https://bridgecabscarlow.ie/page/home>
Phone: +353 (0)59 9170777

Nearest Airport:

- The nearest airport is Dublin Airport, (<https://www.dublinairport.com/accessibility>) which is 95km from the hotel.

Nearest Ferry Port:

- There are two Ferry Ports which are both about 100km from the hotel, they are Rosslare Europort (<https://www.rosslareeuroport.ie/en-ie/passenger/accessibility/>) and Dublin Port (<https://www.dublinport.ie/accessibility/>).

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

Large-print information on-site

We have the following information available in large print:

- Menus
- Safety Information

Tactile signage

We have some tactile signage in the form of Braille signage available in our lift and we are working at present to introduce more tactile signage in the hotel.

Services

Assistance available 24 hours

There is 24-hour guest assistance available.

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.

Key Accessibility Features

Facilities and Equipment



Facilities for assistance dogs

Facilities for assistance dogs are available on request e.g. water bowls etc.

Enclosed outdoor area

There is an enclosed outdoor area for customer use which is accessed through the Restaurant.

Wheelchair or scooter loan

Wheelchairs and mobility scooters can be hired from a local company, Corcoran Mobility Scooter Rentals (<https://corcoranmobilityscooterrental.ie/>)

Sensory equipment

We have a Sensory Box available for customer use which has a number of sensory toys and gadgets inside.

Key Accessibility Features

Facilities and Equipment

Wheelchair or scooter charging point

There are a number of charging points in our lobby area which can be used to charge a wheelchair or scooter.

Wheelchair accessible toilet in public areas

We have a larger cubicle in each of our main bathrooms in the lobby for guests with limited mobility but, as our hotel is an older building, we do not have a separate wheelchair accessible toilet in the main building, although we do have a wheelchair accessible toilet in our leisure club. If any guest wishes to use this facility they can ask at reception and they will be provided with an access card to enter the leisure club.

This wheelchair accessible toilet has:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- 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.

Key Accessibility Features

Parking



Designated accessible parking

We have 3 designated accessible parking spaces within 50 metres of the main entrance. We also have limited parking directly outside the main entrance but this is on a gravel surface so might not suit some wheelchairs.

Step-free route with firm surface from car park to entrance

There is a step-free route with a firm surface from the car park to the main entrance of the hotel. A small part of this route just coming to the entrance is on a cobblestone path which has two lowered sections for step-free access, care would be needed on this section if using crutches etc.

Key Accessibility Features

Building Entrance



Step-free entrance

There is step-free access at the main entrance, there is a cobblestone path just coming to the entrance and gravel outside this so care would be needed if using crutches etc.

Automatic door at accessible entrance

At present we do not have an automatic door at the entrance, although we do hope to change this in the future.

Key Accessibility Features

Access to Public Areas



Step-free access to all or most areas

There is step-free access to most public areas of the hotel. The reception area, bar, restaurant, Ballroom, public toilets and leisure facilities are all on the ground floor with level access. The meeting rooms are on the second floor which can be accessed by lift and has a small ramp up to the access corridor.

Lift

There are lifts available.

Stairs

The stairs include handrails.

Key Accessibility Features

Restaurant, Ballroom and Bar



Wheelchair-accessible food and beverage outlet

Our restaurant, T.D. Molloy's, is wheelchair-accessible and is situated on the ground floor with step-free access. Our bar, The Oaks Bar, is also wheelchair accessible and is situated on the ground floor with step-free access. Our main function room, the Ballroom, is also wheelchair accessible and is situated on the ground floor, the entrance from reception has step-free access.

Quieter table

A table located in a quieter area is available where noise is minimised.

Table service as standard

Table service is available as standard.

Key Accessibility Features

Restaurant, Ballroom and Bar

Dietary requirements catered for

We cater for a wide range of dietary requirements, to include the following:

- Gluten free/Coeliac
- Lactose free/Dairy free
- Allergies or Preferences
- Vegetarian/Vegan

Please discuss with our serving team who can assist you during your visit, or telephone in advance to discuss your requirements.

Key Accessibility Features

Bedrooms and Bathrooms—General



Ground floor bedroom with en-suite bathroom

There are seven ground floor bedrooms with an en-suite bathroom that has a separate shower unit or wet room.

Standard bedroom with an en-suite or separate bathroom with a shower unit or level entry shower

There are fifty standard bedrooms with an en-suite bathroom with a separate shower unit or wet room, instead of a shower over a bath.

Fridge available on request

A mini-fridge is available on request where food, drinks or medication can be stored. Please request same when booking.

Furniture rearranged in bedroom on request

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

Key Accessibility Features

Wheelchair Accessible Bedrooms and Bathrooms

Wheelchair Accessible Bedroom

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

These have:

- Step-free access
- A minimum door width of 800mm
- An internal circulation space of 1500mm x 1500mm.

The bed height is 650mm.

The space underneath the bed (from floor to bed base) is 100mm.

Twin or double bed options in wheelchair-accessible rooms

Both double and twin bed configurations are available across all wheelchair-accessible bedrooms.

Fridge available on request

A mini-fridge is available on request where food, drinks or medication can be stored. Please request same when booking.

Furniture rearranged in the bedroom on request

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

Key Accessibility Features

Wheelchair Accessible Bedrooms and Bathrooms



Wheelchair-accessible bathroom with a roll-in shower

All our wheelchair accessible bedrooms have bathrooms with a level floor, including a roll-in shower. These have:

- Step-free access
- A manoeuvring space of 1500mm x 1500mm
- A minimum outward opening door width of 800mm
- Roll-in shower with no obstacles e.g. enclosures
- A transfer space on at least one side of the toilet
- Grab rails by the toilet, washbasin and shower

Fixed shower seat

There is a fixed shower seat in each of the wheelchair-accessible bathrooms with a roll-in shower.

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



Sensory Story

We are currently in the process of compiling our Sensory Story which will help to familiarise guests with our venue before their visit, once completed we will add the link here.

Accessible Destination Highlights

We want our guests to have an enjoyable and memorable break with us. We are located in Ireland's Ancient East and there are many things to enjoy that are accessible and inclusive. These include:

- **Delta Sensory Gardens** (<https://deltasensorygardens.ie/>): This is a beautiful sensory gardens which is fully wheelchair accessible. It also has a café and a small garden centre attached. It is well worth a trip during your stay.
- **Brownhill Dolmen** (<https://heritageireland.ie/unguided-sites/brownhill-portal-dolmen/>): This is the jewel in Carlow's crown as it boasts the largest capstone in Europe! The access pathway is wheelchair accessible but can be a little rough in parts so care is needed for people with mobility issues.
- **Duckett's Grove** (<https://carlowtourism.com/attraction/ducketts-grove-walled-gardens-and-pleasure-grounds/>): This is the ruins of a great house and has beautiful walled gardens to explore. It is mostly wheelchair accessible but there are some areas which have steps or very uneven terrain.
- **Visual Centre for Contemporary Art/George Bernard Shaw Theatre** (<https://visualcarlow.ie/>): The Visual as it is known locally is a contemporary arts centre which also incorporates the GB Shaw Theatre. It is wheelchair accessible to all areas and the theatre also has 2 wheelchair accessible seats which must be booked through the Box Office.

Accessible Destination Highlights

- **An Gairdín Beo** (<https://www.angairdinbeo.org/p/home.html>): This is a two-acre community garden in the centre of Carlow Town which is staffed by volunteers. It is mostly wheelchair accessible.
- **Carlow Tourism** (<https://carlowtourism.com/>): Carlow Tourism's website is a fantastic resource to showcase all the wonderful places to visit in our fine county!

If you would like help to put together an itinerary for your stay, please just 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 is St Luke's Hospital in Kilkenny, which is 40km from the hotel.
- The nearest GP surgery is Gallagher Medical Centre in 35 Dublin Street, which is 300m from the hotel. The contact number for the surgery is +353 (0)59 9133313.
- The out-of-hours doctors, Caredoc, is next door to the hotel. The contact number for Caredoc is +353 (0)59 9138100.
- The nearest pharmacy is Corless Pharmacy in 44 Dublin Street, which is 400m from the hotel. The contact number for the pharmacy is +353 (0)59 9131734.
- Corcoran Mobility Scooter Rentals offer rental equipment including mobility scooters. The contact number is +353 (0)59 9140321 or +353 (0)87 9807334.
- There is a defibrillator available at reception 24 hours a day.

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:

“Fantastic friendly staff, one of the cleanest hotels I have ever stayed in, cutlery was sparkling, food amazing, Monday night ceili music a must, from the moment we arrived we received a very warm welcome, definitely worth a visit, we will be back for sure. Barbara”

“I miss my second home. With the weather the way it was this year .but thank god I'll get to spend longer now this time .I love the staff and the friendly welcome .the food is outstanding and the rooms pristine. And nothing too much for the management to deal with. The house keeping staff are amazing. Definitely 10 out of 10 .With thanks. Patrick and Tracey Callaghan”

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 Seven Oaks Hotel & Leisure Club, please contact us at info@sevenoakshotel.com or call us at **+353 (0)59 9131308**.

This Access Welcome Guide was produced on 22nd March 2026 and last updated on 11th May 2026