



Access Welcome Guide Viking Hotel Waterford



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A Warm Welcome

At the Viking Hotel, we believe that true hospitality means making everyone feel welcome, valued, and comfortable from the moment they arrive.

Tourism should be an enriching experience for all, regardless of ability, age, or individual needs. As a hotel, we are continually learning, listening, and improving to ensure our facilities, services, and team approach are as inclusive and accessible as possible. From thoughtful design and clear communication to warm, person-centred service, our goal is to create an environment where every guest feels at ease and respected.

This Access Welcome Guide provides information and inspiration to help you get the most from your stay. At the Viking Hotel, 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.

Our dedicated team are customer focused 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 do let us know,

Warm regards,
Karen Dollery
The Viking Hotel





Contact Information

To speak to a member of our friendly team please contact us so that we can discuss your requirements:

Telephone: 353 (0)51 336933 or

Email us at : reservations@vikinghotel.ie

We would be delighted to offer our assistance wherever we can.

We look forward to welcoming you to the Viking Hotel

Book here:

<https://www.vikinghotelwaterford.ie/>

Getting Here

By Car:

- If you are arriving by car and using a Sat Nav, our Eircode is X91 Y657
- The Viking Hotel has its own private car park with six accessible parking spaces.

By Taxi:

We would recommend a local company who would be able to provide accessible vehicles

[Rapid Cabs](#)

By train:

- The nearest railway station to the hotel is at Plunket Station Waterford which is approx. 8km / 20 minutes away [Waterford \(Plunkett\)](#).
- 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 the train provider directly to book.

By Bus:

- From Waterford city centre the bus that drops off nearby the hotel are:

W1 The Clock Tower – Merchants Quay (via SETU) (Bus Éireann) The nearest bus stop is approx. 1km away from the hotel. Stop number 352121

W2 The Clock Tower – Meagher's Quay (via SETU) (Bus Éireann) The nearest bus stop is approx. 2km away from the hotel 352111

All buses on this route offer level access for wheelchair users.

[Waterford City Bus Network Maps | Transport for Ireland](#)

Nearest Airport:

o The nearest airport to the hotel is Cork Airport which is approx. 124km from the hotel.

Dublin airport which is approx. 176km from the hotel.

Ferry Port:

o The nearest Ferry Port is at Rosslare

Key Accessibility Information

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.

Arrival to the hotel:

Parking: Designated accessible parking

Designated accessible parking bays are available within 50 metres of the main entrance. 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



Parking Information

We have accessible parking at the back of the hotel and we also have accessible parking at the front of the hotel



Entrance to the Hotel



Services:

Items available on arrival inside the entrance doors: Sunflower lanyards, and also sensory boxes at reception



Please let a member of our team know if you need any assistance during your time with us.

We can advise you of our quieter times for dining.

We can reserve a table for your requirements.

We also have a sensory map of the hotel and sensory items available.



VIKING HOTEL WATERFORD

As I Am

W**e've joined the Sunflower**



Accessible lift to access the Wooden Pestle Restaurant & Bar



Lift to Access 2nd & 3rd Floor guestrooms



We offer accessible bedrooms with en-suite bathrooms



Personal Evacuation Plans are in place for people with disabilities.

To discuss your plan in advance please contact our front office team and they will provide you with the details.



Free familiarisation visits

Free familiarisation visits are available. You are welcome to arrange a visit ahead of time to familiarise yourself with the hotel at no additional cost.

Please get in touch with our management team above to arrange this.

Assistance available 24 hours

There is 24 -hour guest assistance available

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 in the Wooden Pestle Bar & Restaurant



Key Features

Large -print information on -site

We have the following information in large print:

- An Accessibility Guide for the hotel
- Floorplan for public areas
- Menus
- Safety information

Plan ahead:

If you would like us to send any of the above to you in advance of your visit, please

let us know using the contact details provided

Diversity & Equality training

Here in the Viking Hotel we have a large number of our staff members that have completed Autism Friendly Waterford Champion Training.



**AUTISM FRIENDLY
WATERFORD**

During your stay if you require medical assistance our team will be there to assist.

Closest Hospital:

University Hospital Waterford
Address: Dunmore Road, Waterford
City, County Waterford, X91 ER8E.

Closest Pharmacy:

Mulligan's Pharmacy
Address: Tesco Ballybeg open until 6.00pm or

Gallagher's Late Night Pharmacy
Address: 29 Barronstrand Street
Waterford X91 W68E Waterford

Closest Caredoc:

Caredoc Waterford (Cork Road)
Address: HSE Community Care,
Caredoc Treatment Centre, Cork Road,
Waterford, X91 VX09

Gallery of Images:



Reception
Area



THE WOODEN PESTLE
RESTAURANT & BAR

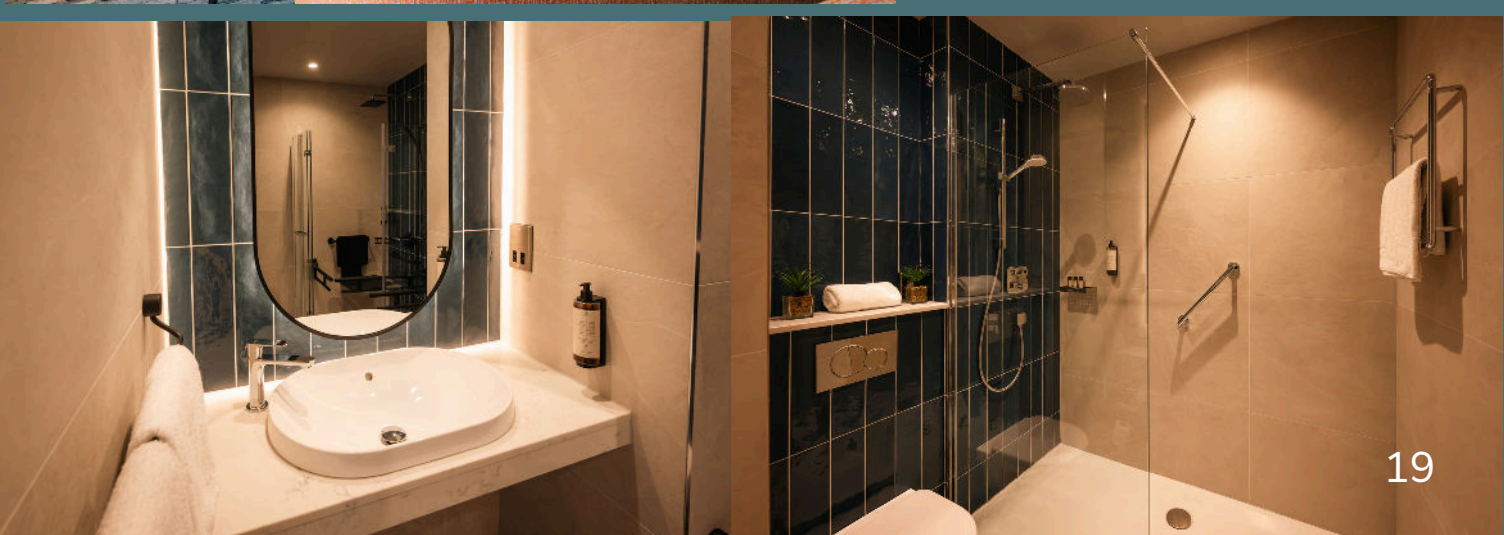
Wooden
Pestle
Bar Area



Wooden Pestle
Restaurant
Area



Our Bedrooms & Bathrooms





Our team look forward to welcoming you.

