



Supporting Resource  
Access Welcome Guide

Lismore Heritage  
Centre

# Visitor Welcome Guide – Lismore Heritage Centre

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# A warm welcome!

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Welcome to Lismore Heritage Centre! We are committed to providing an inclusive and welcoming experience for all visitors. This Welcome Guide has been designed to give clear, helpful information to support you in planning your visit and to help you feel confident and comfortable when you arrive.

If you have any questions before or during your visit, our team will be happy to help using the contact details below.

We look forward to welcoming you to Lismore Heritage Centre.

## Contact information

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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.

Contact us by telephone on: (058) 54975

Contact us by email on [info@lismoreheritage.ie](mailto:info@lismoreheritage.ie)

Follow or contact us on our social media channels:

Instagram: @heritagecentrelishmore

Facebook: @LismoreHeritageCentre

## Getting here

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### By car:

- If you are arriving by car and using a Sat Nav, our Eircode is P51 TP26
- Free parking is available on all streets in Lismore
- There are 4 designated accessible parking spaces on Lismore Main Street
- There is 2 designated accessible parking space in the Playground Car Park, located close to the car park entrance and approximately a 2-minute walk from the Heritage Centre

### By bus:

- Local Link bus services pass through Lismore regularly
- The nearest bus stop is approximately a 2-minute walk from the Heritage Centre
- For timetables and accessibility information, please contact Local Link or visit their website: [www.locallinkwaterford.ie](http://www.locallinkwaterford.ie)

### Nearest airport:

- The nearest airport to us is [Cork Airport](http://www.corkairport.com) which is 65km from the attraction. ([www.corkairport.com](http://www.corkairport.com))

### Ferry Port:

- The nearest Ferry Port is at [Rosslare](http://www.rosslareeuroport.ie) which is 140km from the attraction. ([www.rosslareeuroport.ie](http://www.rosslareeuroport.ie))

# Key Accessibility Features

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We have a range of accessible and inclusive features to help every member of your party enjoy their visit and these are summarised below.

## General Overview

### Photos



## Accessibility features and description

### **Disability awareness / equality training**

Disability awareness / equality training is provided for staff.

### **Emergency evacuation plan for disabled people**

Personal or General Emergency Evacuation Plans are in place for disabled customers.

### **Additional detailed accessibility information**

For additional detailed accessibility information, please contact us (Link back to contact details above)

### **Free familiarisation visits**

Free familiarisation visits are available. You are welcome to arrange a visit ahead of booking/visiting to familiarise yourself and/or others with the venue at no additional cost.

### **Map / floorplan showing accessibility facilities**

A map or floorplan showing accessibility facilities is available.

### **Facilities for assistance dogs**

Facilities are available for assistance dogs e.g. water bowls, within the grounds of the venue.

### **Designated quiet times**

Designated quiet times, during which noise levels are reduced to meet the needs of people with sensory sensitivities e.g. autistic visitors, are available. SAT 10-12PM

### **Seating at regular intervals**

Seating is available at regular intervals.

### **Wheelchair-accessible viewing area**

A wheelchair-accessible viewing area with step-free access is available providing an optimal vantage-point to view performances, presentations or activities.

### **Wheelchair-Accessible Toilet**

As this is a **protected heritage building**, there are limitations on the level of physical alterations that can be made. However, we have taken all reasonable measures to provide accessible facilities within these constraints.

The accessible toilet provides, as a minimum:

- Step-free access
- Transfer space on at least one side of the toilet, with a drop-down grab rail on the transfer side
- A horizontal grab rail positioned on the wall adjacent to the toilet

- An emergency assistance alarm, reachable from the floor

## Parking

### Photos



### Parking: Feature and description

#### **Designated accessible parking**

Accessible parking bays are available within 50 meters of an alternative step-free 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 an alternative step-free entrance.

# Building Entrance

## Photos



### Building Entrance: Feature and description

#### Step-free entrance

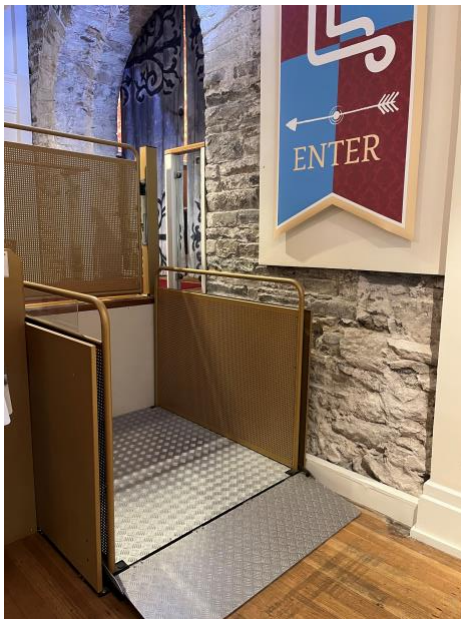
There is step-free access at an alternative entrance.

#### There is no automatic door.

Visitors who require step-free access are asked to let staff know on arrival via doorbell at entrance or phone us, so the alternative entrance can be opened.

# Access to Public Areas

## Photos



## Photos



### Access to Public Areas Feature and description

#### Step-free access to most areas

There is step-free access to most areas. This may include access by ramp or lift. As a minimum, there is step-free access to an accessible toilet.

#### Multi level

The venue is all on three levels, with access to most areas via lift.

**Lift**

There are lift(s) available.

An evacuation chair is also available in case of emergency.

## Gallery of Images

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We know how important it is to 'know before you go', and this gallery of images will help you to familiarise yourself with the attraction before you visit.

<https://www.discoverlismore.com/about-us/media-gallery/>

## Accessible Destination Highlights

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We want all of our visitors to enjoy a welcoming and memorable experience. We are located in a beautiful part of the country, with a range of accessible and inclusive attractions to explore nearby. These include:

- **The Millennium Park:** a peaceful public park with accessible pathways, open green spaces, and seating areas, ideal for leisurely walks and relaxation.
- **St Carthage's Cathedral:** a historic landmark offering step-free access to key areas and an opportunity to explore centuries of local heritage.
- **St Carthage's Church:** a place of quiet reflection that is accessible to visitors and welcoming to all.
- **Lismore Library:** a modern, inclusive community space with accessible facilities, a wide range of reading materials, and areas for study and events.

## Emergency and Medical Information

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We are committed to ensuring that all visitors have a comfortable, welcoming, and enjoyable experience in Lismore. The town offers a range of services and facilities to support visitors with access requirements.

### Medical Services

- The nearest **Accident and Emergency Department** is located at **University Hospital Waterford**, approximately 74km from Lismore.
- **GP services** are available in **Lismore town**. Contact details can be provided at the front desk upon request.
- A **pharmacy** is located in **Lismore town**, offering prescription services and over-the-counter medication. Contact details are available on request.

### Additional Support

- If you have any specific access requirements or need assistance planning your visit, please speak to a member of staff who will be happy to help

**Information last updated 5<sup>th</sup> February, 2026**