



Dear Guest,

May I take this opportunity to wish you a very warm welcome to the Castletroy Park Hotel. As one of Limerick's leading four star hotels, we hope you enjoy your stay with us.

We have prepared the following information in explanation of some of our services available to you during your stay. Please do not hesitate reaching out to a member of the team if you have any further questions.

As part of our dedication to constantly increase and improve our guests' experience, please find our guests survey cards in your room, your point of view is extremely important and all the feedback regarding your stay will be reviewed with particular attention. Thank you in advance for taking the time to complete this survey.

At every opportunity our ethos is to create exactly what our guests require, whether it be a wedding event, corporate conference activity, or leisurely break with family and friends we take pride in exceeding your expectations.

Thank you again for choosing the Castletroy Park Hotel, you are very welcome.

Management  
Castletroy Park Hotel

## Air Conditioning & Heating

1. Power the unit using ON / OFF button. Green light will indicate that the unit is on.
2. The below symbols will allow to set the room temperature to your liking. Please ensure that the symbol appears on the unit screen.

Recirculate  
Air



Cool



Heat



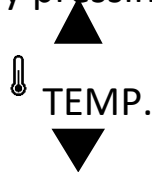
Humidify



Fan



3. Adjust the temperature by pressing arrows up or down.



4. Change the fan speed to ensure faster room temperature adjustment.



5. Please allow at least 10 minutes for the room temperature to adjust.

*Should you have any further queries please dial '0' for reception.*

## **Safety and Security**

Dial '0' for the Hotel Operator

Throughout the Hotel corridors 'Break Glass' alarm activation units are located to sound the alarm. When the alarm sounds, the elevators will return immediately to the Lobby level and remain there until the alarm is cleared. A fire evacuation diagram is provided on the back of your guest room door.

On arrival, all guests are urged to become familiar with the location of the fire exits, 'Break Glass' units and fire extinguishers.

An alarm test takes place on Monday morning at 11am where the alarm will sound for 10 seconds this is a test an evacuation is not necessary.

### **Once In Your Room We Recommend That You:**

1. Become familiar with the walkways leading to and from your room.
2. Choose a wall and as you walk to each exit, count the doors along that wall between the exit and your room. This helps you remember the distance and location of exits and may help you to find an exit when it is dark or smoky.
3. Locate the nearest fire extinguishers and 'Break Glass' unit to your room.
4. Inspect your room and know how to open and close the windows.
5. Keep your room key with you.

### **If You Discover a Fire**

If you discover a fire, smoke or unusual heat please remain calm and dial 0 for the Hotel Operator to report what you have seen.

### **To Evacuate**

1. Keep a wet cloth over your nose and mouth.
2. When you leave your room, take your room key with you.
3. Close all windows and doors as you leave the area.
4. Close the bedroom door behind you to help prevent the fire from spreading.
5. If there is smoke or it is dark, remain calm and proceed to the nearest fire exit, following the illuminated exit signs.
6. Hotel Personnel will direct you to the emergency assembly point to the front of the Hotel and left to the lower carpark.

### **If You Cannot Leave Your Room**

1. Stuff a wet towel under the door.
2. Fill your bathtub with water. Regularly re-moisten the wet cloths that are keeping the smoke out.
3. Hang a sheet out of your window to signal your presence to fire fighters. Keep the part of sheet still inside the room wet with water from the tub. Do not break the window. Keep the window closed.

## **Environmental Awareness**

As part of our commitment to the environment we the green team need your effort and support to help us achieve our goals & targets.

The following are some minor items that you could do for us during your stay in order to help us be more energy efficient at The Castletroy Park Hotel.

- If you would like to re-use your towels leave those on the towel rails if you want them changed place them in the bath.
- Turn off all lights & air conditioning when leaving the room.
- Turn off the TV when leaving the room and any appliances you may have including plugging out chargers that are not in use.
- Avoid unnecessary use of water.
- Leave any recyclable items beside the general waste bin and we will dispose of them correctly.

We would also like to hear your comments therefore if you see anything that you feel may benefit us please note this on the comment card and the comments will be passed to the green team leader.

## GUEST DIRECTORY OF SERVICES

The facilities and services detailed in this directory are to assist you throughout your stay at the Castletroy Park Hotel.

### Accommodation Services



Our accommodation department will provide you with immediate assistance for items such as additional pillows, blankets and extra bathroom amenities. Should you have any other housekeeping requests, please contact Reception.

### Airports

Shannon International Airport is found approximately 35 minutes from the Castletroy Park Hotel.

Transfers to both Cork and Dublin's airports are available with the M7 Express, Eireagle & Dublin Coach bus service; please ask the reception for the timetable and for booking assistance.

For live flight information, Security information and airport facilities please visit your airports website.

#### Shannon

[www.shannonairport.ie](http://www.shannonairport.ie)

[www.corkairport.com](http://www.corkairport.com)

00353 (0)61 712000

#### Dublin

[www.dublinairport.com](http://www.dublinairport.com)

00353 (0)1 814 1111

#### Cork

00353 (0)21 313131

### Boarding Passes / Printing

Should you require a board pass printed please contact reception. We also have a printing facility available to guests who require at a minimal charge.

### Baby Cots



Baby cots are provided for children under the age of three years of age at no extra cost, should you require a baby cot please contact the reception.

### Babysitting Services



We would be delighted to organise a babysitter for you. Please contact Reception to make arrangements. It is requested that a minimum of 24 hours notice be provided for this service. Reception will be able to advise you of applicable hourly rates.

### Banking Facilities

All national banks can be found in Limerick city centre. An ATM machine at Bank of Ireland is located in front of the Hotel to the right. Foreign exchange facilities are available also at the bank.

## **Banqueting Services**

☎ 3103 / 3203

The Castletroy Park Hotel offers beautifully appointed private dining and conference rooms of varying sizes that can accommodate 10 to 400 people. Arrangements can be made for meetings, conferences, luncheons, dinners and special events. A Hotel sales representative would be happy to assist you with any inquiries. Outside of office hours, please contact the manager on duty via Reception.

## **Beauty Rooms**

☎ 3020

We have a wide range of treatments available in our Beauty Rooms to help you unwind and relax during your stay for example facials, make up & massages. A brochure is located in your room with a list of all treatments. Reservations are required here.

## **Check Out Time**

☎ 0 / 3201

Check out time is at 12.00 noon.

Late check outs may be requested at the reception this service is subject to availability an hourly rate of 10€ may apply. Clients that check out after 6.00 pm will be charged for the following night.

## **Chemist / Pharmacy**

☎ 061 333030

Castletroy Pharmacy is located in the commercial centre directly opposite the hotel.

Opened Monday to Saturday, 9am – 6pm

A pharmacy in the Super value commercial centre opens Sundays (Opening hours change)

## **Children's Activities and Amenities**

Please find below local facilities:

Funworld

[www.funworld.ie](http://www.funworld.ie)

00353 (0)61 325088

Delta Adventure Park

[www.adventurecity.ie](http://www.adventurecity.ie)

0353 (0)61 423994

Thomond Park

[www.thomandpark.ie](http://www.thomandpark.ie)

## **Church Services**

☎ 061 330268

Milford Catholic Church is located at the front of the Hotel to the right and five minutes walk.

Mass Time

Saturday 7.30pm

Sunday 9am

10.30am

12 noon

7.30pm (no service in July / August)

### **Credit / Debit Cards**

Credit cards are widely accepted throughout the hotel.

For your convenience it is advised that you open your account at the reception simply by leaving your credit card details. We regret that Debit Cards cannot be accepted at check in. You are welcome to check your account at any time during your stay.

The Hotel accepts the following credit cards: American Express, Visa and MasterCard.

### **Deposit Box**

Guest safety deposit boxes are available at Reception. We advise that you secure any valuables in our safety deposit boxes as we do not accept responsibility for valuables left in the room.

### **Doctor**

☎ 061 314810

A local doctor is available Mon to Friday 9-5.30pm directly across from the entrance to the Hotel Castletroy Medical Centre.

Outside of these hours Shannon doc can be contacted. Tel:1850 212 999

### **Do Not Disturb**

If you do not want to be disturbed by the telephone, please dial "0" and advise Reception. Calls will be diverted and messages taken. Also, please place the "Do Not Disturb" sign outside your door.

### **Drinking Water**

The tap water in your room is safe to use for tea/coffee making facilities. Complimentary bottled water can be found in the cooler in each bedroom.

### **Dry Cleaning and Laundry**

A same-day laundry and dry cleaning service is available Monday to Friday. Garments received by 9.15 am will be returned by 5.30 pm the same day. Laundry slips and dry cleaning slips are located in the top drawer of your dresser. Should you require mending, please indicate the exact details on the laundry slip. Please place all garments and laundry slips in one of the laundry bags provided, and leave at reception for collection. No laundry or dry cleaning service is provided on Saturdays & Sundays or Public Holidays.

### **Wireless Internet Access**

For your convenience the Hotel offers wireless internet access throughout the hotel on a complimentary basis via Virgin Wifi. You will be required to enter your name & e-mail address prior to access. Should you require further assistance, please contact reception.

The Hotel also has a computer available for Guests please contact reception for further information.

## Facsimile

You may send or receive a facsimile on a 24 hour basis. Reception will be happy to assist you with sending and receiving facsimiles. All incoming facsimiles are delivered directly to guests rooms.

## First Aid

A first aid kit is available at Reception. A Hotel first aider is always on duty contact reception should you require immediate assistance. The Hotel also has a Defibrillator on site.

## Florist / Flowers

Our local florist would be happy to provide for any floral requirements. Service is available between the hours of 9.00 am and 5.00 pm except on Sundays and Public Holidays. Notice may be necessary for some requirements. Please contact Reception for information or assistance.

## Golf

Ballyneety Golf Club

Castletroy Golf Club

Limerick Golf Club

[www.ballyneetygolfclub.com](http://www.ballyneetygolfclub.com)

[www.castletroygolfclub.ie](http://www.castletroygolfclub.ie)

[www.limerickgolfclub.ie](http://www.limerickgolfclub.ie)

061351881

061 335753

061 415146

## Hairdryers

Hairdryers are available in all guestrooms located at the side of the dressing table in your room by the window hanging on the side.

## Hair Dresser

☎ 061 201110

Appointments can be made with our local hairdresser "Velvet" which is located in the commercial centre opposite the Hotel

## Leisure Facilities

☎ 3020

Access to the leisure centre is from the ground floor. As you come out of the elevator on the ground floor, turn left to enter the leisure centre - through the frosted glass door. Facilities include a 20M Swimming Pool, Jacuzzi, Sauna, Steam Room, Full Aerobic and Weight gym available free of charge to all residents.

Opening hours:

Monday - Friday 6:30am - 9.45pm

Saturday, Sunday & Bank Holidays 8.30am - 8.45pm

Children under the age of sixteen are welcome between the hours of:

10.00am – 7.00pm

Please note: Children under the age of sixteen years must be supervised by an adult at all times when in the pool also they are not permitted to use the gym, whirlpool, and sauna or steam room.



## **Lost and Found**

☎ 0

In the event, that you misplace a personal article, please contact Reception who centralise all lost property for the hotel with the exclusion on the leisure club.

## **Late Checkout/Luggage Room**

☎ 0

Late checkouts are offered subject to availability and complimentary up to 2pm. A charge of €10 per hour thereafter will apply. Our hall porters are on hand to assist you at all times to collect and store your luggage please contact reception for assistance.

## **Meeting Rooms**

☎ 3103 / 3203

A range of well equipped and versatile meeting facilities are available. For information, please contact the Manager on duty via Reception.

## **Messages**

Messages received by the Hotel Operator will be delivered to your room.

## **Newspapers**

The Irish Independent and Irish Times are available complimentary from 7am these newspapers shall be distributed in the lift lobby area of both floors each morning. Should you require an alternative or international newspaper, please request at reception the night before we will endeavour to secure it for you at the normal cost of the paper.

## **Pets and Animals**

☎ 3201

Dogs up to 7Kgs are accepted. Dogs are accepted in specific rooms and reservations must be made in advance. A Fee of 20€ is applied to the reservation.

## **Pillows**

☎ 0

If you require additional pillows, non-allergic pillows, foam or feather pillows our accommodation department will be happy to assist you.

## **Room Service**

☎ 3140

We offer 24 hour room service. Please see separate menu (tray service applies). After 9.45pm a selection of sandwiches is available. Jugs of milk for tea and coffee facilities in your room shall be delivered upon request.

## **Sales Office**

☎ 3103 / 3203

The Hotel Sales Office will be happy to assist you with any inquiries.

## **Security**

☎ 0

Our personnel patrol the hotel 24 hours a day. For further information or any matters in relation to security, please contact the Manager on Duty by calling Reception.

## **Shopping**

Limerick offers a wide variety of shops to suit many tastes and is only a short distance from the Hotel for example the Parkway shopping centre & the Crescent Shopping Centre. The Front Desk will be happy to provide you with more specific personalised propositions and would be delighted to arrange transportation when necessary.

## **Sightseeing Tours**

Please contact the Front Desk and flyer stand at your disposal in the main lobby for this service.

## **Smoking**

The hotel is non-smoking hotel.

***There is a fine of 100€ for smoking in a bedroom to cover the cost of additional cleaning following departure.***

The heated smoking area is located to the right of the main entrance.

## **Taxis**

Taxis are available on request. Please contact Reception.

## **Television**

For information on channels available, please press the guide button on the top left of your remote to get a full listing of channels available.

## **Telephone**

To obtain an outside line please dial "9". Your telephone is equipped with an International Direct Dial facility which enables you to make a long distance call in the same way as a local call. If you wish to call another room place 5 in front of the room number. i.e 5103. For further assistance, please consult the telephone directory within this guest directory.

## **Toiletries**



Should you require additional toiletries, please contact Reception.

Should you wish to purchase shaving kits or toothbrush kit these are available in the vending machine on the ground floor.

## **Upgrading**

Should you wish to upgrade your accommodation, please contact reception.

We will be happy to accommodate your request subject to upgrade fee and availability.

## **Voltage**

All electric sockets are 220 volts A.C, except those specifically marked 110v. A converter is required for 110v and 115v appliances. Adaptors are available from reception when a deposit is paid and when available.

## **Wake-up Calls**

Please contact Reception to arrange a wake-up call.

## **Web Site**

You can view our hotel and even make your next reservation online by visiting our website:

[www.castletroypark.ie](http://www.castletroypark.ie)

## **Your Next Visit**

We would be happy to assist you with your reservations for another stay at our Hotel.

Please contact reception.

## **Room Service**

EXTENSION 3140 / 0

Breakfast Available:

Monday - Friday 7.00 am - 10.00am

Saturday & Sunday 7.30am - 10.00am

Please place breakfast cards outside your door for collection before 3am or dial the above extension.

All day menu available from 12.00 noon - 9.45pm

A cold selection of sandwiches is available from 10.00pm onwards

## **The Garden Room**

EXTENSION 3114

Overlooking the hotel courtyard and the Clare Hills, the Conservatory is the ideal setting for you and friends to enjoy a light meal from our "all day menu". The Conservatory with a full view of the garden offers the perfect environment to enjoy a coffee, afternoon tea, a light snack, or evening cocktails.

Continental Breakfast Daily 9.00am -11.00am

Snack Menu Daily 11.00am - 9.45pm

Evening Restaurant Sunday – Thursday 6.30-9pm

## **The Brasserie Bar and Bistro**

EXTENSION 3140

The Merry Pedlar is a traditional Irish pub located on the ground floor beside reception. Here you can relax over a pint of your favourite brew and enter into conversation with friends new and old..

The Brasserie also offers excellent cuisine every evening from 4.00pm to 9.45pm.

Lunch is served from 12.00pm - 4.00pm. Sunday Lunch served 12.00pm – 5pm.

Opening Hours:

Monday - Thursday 10.30am - 11.30pm

Friday and Saturday 11.30am - 12.30am

Sunday 11.30am - 11.00pm

## **McLaughlin's Restaurant**

EXTENSION 3153

The freshest ingredients, the finest of wines, a magical atmosphere. International and local dishes are created for your enjoyment by the Restaurant's award winning chef. McLaughlin's Restaurant is located on the ground floor beside The Brasserie Bar and is open daily for breakfast. It is open for dinner Friday & Saturday. A Table d'hôte Sunday lunch is also served. Reservations are strongly recommended at weekends and busy periods.

Opening Times:

### **Breakfast**

Monday - Friday 7.00am - 10.00am

Saturday & Sunday 7.30am - 10.30am

### **Table d'Hôte Luncheon**

Sunday 1.00pm - 4.00pm

### **Table d'hote Dinner**

Friday & Saturday 6.00pm - 9.30pm

## **Conferencing and Banqueting**

EXTENSION 3115/3103

The Castletroy Park Hotel is one of Ireland's leading conference venues, offering extensive conference facilities with a selection of nine beautifully appointed meeting rooms. Our award-winning chefs have prepared a selection of outstanding menus for you to choose from. We have special conference rates for delegates who wish to stay either in our deluxe or executive rooms. Our outstanding swim and leisure facilities are available to all delegates.

## **Business Services**

Full business services available which include, fax service, courier service, packaging services available, secretarial and word processing, 24 hour photo copying and fax transmission.

No charge for incoming faxes and reasonable rates applied to outgoing faxes, phone calls & printing.

## **In Room Heating / Air-conditioning operation**

### **Cold Air**

- Power the unit on using the on/off button
- Set the temperature to as low as it will go using the arrow buttons
- Press the button directly below the arrow buttons until a round symbol comes up on the screen with an empty centre
- To adjust the speed of the fan please use button on the right hand side to set this

### **Hot Air**

- Power the unit on using the on/off button
- Press the button directly below the arrow buttons until sun symbol comes up on the screen.
- You can adjust the temperature of the heating using the arrow buttons

### **Telephone Directory**

Please contact the Hotel Operator should you need assistance in obtaining calls or information concerning telephone charges.

For an outside line please dial (9)

To dial another room please dial (5) and the room number.

### **National Dialling Codes**

You will find below a list of the codes required for the major cities in this country.

If you would like to place a national phone call, please follow the steps shown below:

Step 1: Dial 9 for an outside line (9)

Step 2: Dial city or town code (for example 021 Cork)

Step 3: Dial telephone number (6655432)

Therefore you will dial 90216655432

### **City Code**

Athlone 0902

Ballina 096

Ballinasloe 0905

Castlebar 094

Cork 021

Galway 091

Kildare 045

Killarney 064

Kilkenny 056

Limerick 061

Letterkenny 074

Mullingar 044

Sligo 071

Waterford 051

Wexford 053

Belfast 04890

Derry 04871

Irish Mobile Numbers 087 / 086 / 085

\*Those guests using AT&T please listen carefully to the AT&T operator as there is a charge when the card is used outside of the U.S.A.

## **International Dialling**

On the following pages you will find a list of many International dialling codes together with some of the major cities.

Step 1: Dial 9 for an outside line (9)

Step 2: Dial International code (00)

Step 3: Dial Country code (for example 81 for Japan)

Step 4: Dial City code (for example 3 for Tokyo)

Step 5: Dial Telephone number - 123 - 4567

Therefore you will dial (9)008131234567