



Dear Guest,

May I take this opportunity to wish you a very warm welcome to the Castletroy Park Suites, the newest addition to our hotel. The Suites were purpose built in Autumn 2018 to offer a luxurious self-catering option to our guests. We hope you enjoy your time here.

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

As part of our dedication to constantly increase and improving our guests experience please find our guests survey cards in your suite, 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 Suites, you are very welcome.

The Management

Suite Amenities & Operation

Air Conditioning & Heating

- Power the unit using ON / OFF button. Green light will indicate that the unit is on.
- 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



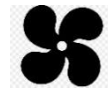
Heat



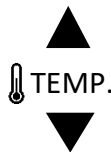
Humidify



Fan



- Adjust the temperature by pressing arrows up or down.



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



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

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

Induction Hob

Note! To operate the induction hob a pot or pan must be on the ring. Once removed from the ring the heat source will stop.

- Put your finger on the power button on the right-hand side to turn on the hob.
- Then place your finger on the hob control to the left of the power button. Top one is for the rear ring front one is for the front ring to activate.
- Touch the plus or minus signs to bring the hob to the desired heat required.
- Turn the ring off by scrolling down to 0.
- Turn the whole cooktop off by touching the on/off control.
- **Please note:** If Lock Key is **ON (Flashing LO)** you will need to hold down for 5 seconds to allow other options to work if the Lock Key is **ON** you will be unable to use hob so, please ensure this is not locked.

Built in Extraction Fan

Pull the hood out to operate the Extraction Fan.

Controls are under the hood and can be adjusted to 1,2 & 3 to the desired level.

Telephone

- To call the Hotel Dial 0 for Hotel Reception.
- To dial between Suites put 700 then the Suite number after this:

For example, 7001, 7008, 7015.

- For an outside line please dial (9) and then the desired phone number.

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

Dishwasher

- For normal soiled loads that need a quick wash we advise the 90-minute cycle. Press the **P** button to bring the indicator to the clock indicator with 90 written at the base. (4th Button in from left side). Add your detergent pouch into the opening on the door and close. When you close the door of the dishwasher it will come on.
- For a rapid 30-minute wash move the indicator to the indicator with the glass cup on it and follow instructions above for detergent pouch etc.
- For pots & pans to be washed in the dish washer this cycle takes 165 minutes and is the indicator with the pot on it (first one on indicator)
- The hour buttons are delay buttons to delay the wash by so many hours

<i>Program</i>	<i>Cycle Selection Information</i>	<i>Description of Cycle</i>	<i>Running Time</i>	<i>Rinse Aid</i>
<u>Intensive</u>	For heaviest soiled crockery, and normally soiled pots, pans, dishes etc with dried on soiling.	Pre-Wash 50°C Wash 60°C Rinse Rinse Rinse 70°C Drying	165 min.	Yes
<u>Normal</u>	For normally soiled loads such as pots, plates, glasses and lightly soiled pans.	Pre-Wash 45°C Wash 55°C Rinse Rinse 65°C Drying	175 min.	Yes
<u>ECO</u>	Standard Programme suitable to clean normally soiled tableware and is most efficient programme in terms of its combined energy and water consumption for that type of tableware.	Pre-Wash Wash 45°C Rinse 65°C Drying	190 min.	Yes
<u>90-Min</u>	For normally soiled loads that need a quick wash.	Wash 45°C Rinse Rinse 65°C Drying	90 min.	Yes
<u>Rapid</u>	As shorter wash for lightly soiled loads and quick wash.	Wash 45°C Rinse 50°C Rinse 55°C	30 min.	No

Microwave

To quick start using the normal microwave function press the Start / +30 second / Confirm button to the desired time required

Press “Micro/Grill/Combi” the LED will display “P100”, and press “Micro/Grill/Combi” a few times or turn the round knob to choose the power you want, and “G”, “C-1” or “C-2” will display for each added press.

Then press “Start/+30Sec/Confirm” to confirm, and turn the round knob to set cooking time from 0:05 to 95:00.

Press “Start/+30Sec/Confirm” again to start cooking.

Example: If you want to use 55% microwave power and 45% grill power (C-1) to cook for 10 minutes, you can operate the oven as the following steps.

- Press “Micro/Grill/Combi” once, the screen display “P100”
- Press “Micro/Grill/Combi” a few times or turn the round knob to choose combi 1 mode.
- Press “Start/+30Sec./Confirm” to confirm, and the screen displays “C-1”
- Turn the round knob to adjust the cooking time until the oven displays “10:00”
- Press “Start/+30Sec./Confirm” to start cooking.

Note: If half the grilling time passes, the oven sounds twice, this is normal. In order to have a better effect when grilling food, you should turn the food over, close the door, and then press “Start/+30Sec/Confirm” to continue cooking.

If there is no operation, the oven will continue cooking.

Television Listings

To bring up the TV Channel listing Press EPG button on the left of the remote control just below half way down. Select your desired channel from this. Or browse channels with the Programme up and down arrow.

Non-Smoking

All Suites are Non-Smoking.

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

There is a fine of €100 for smoking in a Suite to cover the cost of additional cleaning following departure. If there is any evidence of smoking in the room, this fine will be automatically charged to your card as the Suite cannot be let due to your smoking and the additional cleaning required after your departure. If you do smoke in the suite please expect this charge on your final bill upon departure.

Suite Servicing

Suites are serviced every three days of following departure. If you require additional service please contact reception this will be charged at a rate of €20.00 per extra service.

Safety & Security

Dial '0' for the Hotel Operator.

Throughout the Suite corridors 'Break Glass' alarm activation units are located to sound the alarm. A fire evacuation diagram is provided on the back of your guest room door. Please make your way to the assemble point located at the main entrance to the complex carpark to the left.

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 Suite We Recommend That You:

1. Become familiar with the walkways leading to and from your suite.
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 suite and know how to open and close the windows.
5. Keep your suite 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 Suite

1. Stuff a wet towel under the door.
2. 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 Suites.

- If you would like to re-use your towels leave those on the towel rails if you want them changed place them in the shower.
- 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.

GUEST DIRECTORY OF SERVICES

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

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

www.shannonairport.ie

00353 (0)61 712000

Dublin

www.dublinairport.com

00353 (0)1 814 1111

Cork

www.corkairport.com

00353 (0)21 313131

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.

Boarding Passes / Printing

Should you require a boarding pass printed please contact reception.

We also have a printing facility available at a minimal charge to guests who require it.

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

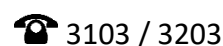


We would be delighted to organise a babysitter for you. Please contact Reception to make arrangements. It is requested that a minimum of 24 hours' notice be provided for this service. Reception will be able to advise you of applicable hourly rates.

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



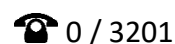
The Castletroy Park Hotel offers beautifully appointed private dining and conference rooms of varying sizes that can accommodate 10 to 400 people. Arrangements can be made for meetings, conferences, luncheons, dinners and special events. A Hotel sales representative would be happy to assist you with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

Beauty Room



We have a wide range of treatments available in our Beauty Room 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.

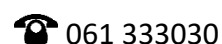
Check Out Time



Check out time is at 11.00 am.

Late check outs may be requested at the reception this service is subject to availability an hourly rate of 20€ may apply. Clients that check out after 6.00 pm will be charged for the following night.

Chemist / Pharmacy



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

Opened Monday to Saturday, 9am – 6pm

Children's Activities and Amenities

Please find below local facilities:

Funworld

www.funworld.ie

00353 (0)61 325088

Delta Adventure Park


www.adventurecity.ie

0353 (0)61 423994

Thomond Park

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 Times:

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 suites.

Doctor

 061 314810

A local doctor is available Mon to Friday 9-5.30pm directly on the right of the entrance to the Suites 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.

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

The main 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 s 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

www.ballyneetygolfclub.com

061351881

Castletroy Golf Club

www.castletroygolfclub.ie

061 335753

Limerick Golf Club


www.limerickgolfclub.ie

061 415146

Hairdryers


Hairdryers are available in all suites located at the side of the dressing table in your Suite.

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 directly across from the main entrance to the Suites if you walk along the side of the building. 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 - 10.00pm

Saturday, Sunday & Bank Holidays 8.00am - 8.30pm

Children under the age of sixteen are welcome between the hours of: 9.00am – 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



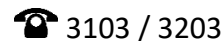
In the event, that you misplace a personal article, please contact Reception who centralise all lost property for the hotel with the exclusion on the leisure club.

Late Checkout/Luggage Room



Late checkouts are offered subject to availability and complimentary up to 12.00pm. A charge of €20 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



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 suite.

Newspapers

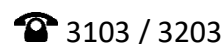
The Irish Independent and Irish Times are available complimentary from 7am these newspapers shall be distributed in the Hotel lobby area.

Pillows



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

Sales Office



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

Security



Our personnel patrol the Suites 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.

Taxis

Taxis are available on request. Please contact Reception.

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 suite place 7 in front of the room number. i.e 7003, 7011. Or to call a bedroom in the Hotel place 5 in front of the room number for example 5103. For further assistance, please consult the telephone 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.

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:

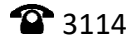
www.castletroypark.ie

Your Next Visit

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

Hotel Services

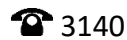
The Garden Room



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	8.00am -11.00am
Snack Menu Daily	11.00am - 9.45pm
Evening Restaurant Sunday	6.30-9pm

The Brasserie Bar and Bistro




The Brasserie 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	12.00pm – 4pm.
Sunday Lunch	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

 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 nightly except Sunday nights. 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

Monday & Saturday 6.00pm - 9.30pm

Conferencing and Banqueting

 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 photocopying and fax transmission.

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