

# Useful Guest Information

**ATM/CASH POINT** The two nearby ATM machines are A.I.B. and Bank of Ireland. A.I.B. is located just up from the hotel on the corner of Denny Street. Bank of Ireland, which is just further up from the A.I.B., located on Castle Street.

**BABY SITTING** Please contact reception on extension 0, they can arrange a babysitter for you.

**BANKS** The following banks operate in Tralee: Allied Irish Banks, Bank of Ireland, Permanent TSB and Ulster Bank. Operating hours are Monday to Friday 10.00 am to 4.00 pm

**BAR/THE PIKEMAN** The Pikeman Bar is located on the ground floor beside the reception. Opening times are: Sunday- Thursday 8.00 - 11.30 pm and Friday & Saturday 8.00 - 12.30 am. A Residents Bar is available after hours. Please arrange with Reception.

**BEAUTICIANS** Tralee has numerous beauticians in the Town Centre. They offer a wide range of treatments from head to toe. Please contact reception on extension 0, who would be happy to arrange an appointment for you.

**BLANKETS** We have extra blankets on hand should they be required. Please contact reception by dialling 0, who can organize it for you.

**BREAKFAST** A buffet and Full Irish Breakfast is available in Samuel's Restaurant. Breakfast is served every day from 7.30 am to 10.00 am.

**BUSES** Coach Hire/Minibus Services are available to hire by dialling extension 0 for Reception.

**CAR HIRE** Reception will be pleased to arrange any car hire/rental or direct you to the nearest car hire/ rental service. Chauffeur-driven cars & limousines are also available. Please dial 0 for Reception.

**CAR PARK** On-street parking on Denny Street operates on a pay & display system from 8.30 am to 6.00 pm, Monday to Saturday. Discs can be purchased at the on-street vending machines. Limited free parking is also available for hotel guests in a nearby car park. Parking permits are available at reception.

**CHECK-OUT TIME** Check-out time is at 11.00 am unless prior arrangements have been made.

**CINEMA** Tralee Omniplex is located on Dan Spring Road, Fells Point, just a fifteen-minute walk from the Hotel.

**COT (FOR A BABY)** Please contact reception, extension 0, if you require a cot.

**DENTIST** Tralee has numerous dentists in the town centre. For details, please contact reception.

**DIRECT DIAL** In order to obtain an outside line, please dial 9.

**TELEPHONE**

- DOCTOR** There are many Doctor's Surgery in the town centre open Monday to Friday. Out-of-hours service is operated by South DOC, which opens 24 hours a day a week.
- DUTY MANAGER** Should you wish to speak to one of our management team, please contact Reception on extension 0.
- EMERGENCY** In the event of an emergency, please dial 0 and inform a member of our reception team.
- EXPRESS CHECK-OUT** Services are available if requested.
- FACSIMILE** This service is available through Reception, it's a 24-hour service. The hotel fax number is 066 7122877. Please identify your room number on incoming faxes.
- FIRE PRECAUTIONS** This hotel is equipped with an extensive fire alarm system. These systems are maintained & tested regularly. Please see the emergency fire notices on the back of the bedroom door.
- FRESH FLOWERS** Available on request.
- GOLF** Located just outside of town is Tralee Golf Club. A Reception will be happy to assist you in booking a round of golf on this very popular 18-hole links course. Other famous courses within driving distance from town are Dooks, Ballybunion, Killarney and Waterville.
- GIFT VOUCHERS** These are available at Reception.
- ICE** Ice is available from the Pikeman Bar on request or by contacting reception by dialling 0, where they will be happy to arrange it for you.
- INFORMATION** Please contact reception by dialling 0, who will be pleased to help you with your enquiries or any general information that may not be in our in-house directory.
- KEYS** Should you lose your room key, please inform reception immediately. A replacement will be supplied.
- LAUNDRY/DRY CLEANING** A same-day laundry service is provided. Items handed into reception by 10.00 will be returned the same day by 6.30 pm. A laundry bag & list are available from reception. Please note that items left in the room will not automatically be sent for laundry unless this is prearranged. For immediate collection please call reception by dialling 0. Please note there is no service on Sundays or Bank/Public Holidays.
- LOST PROPERTY** In the event of a property being lost or mislaid, please contact reception.
- MAIL/MESSAGES** Mail arriving for a guest will be kept at reception and passed on to the guest when they arrive. Should you be expecting mail or messages please advise reception. Outgoing mail leaves the Hotel at 4 pm Monday to Friday.
- MILK** Should you require fresh chilled milk for your tea/coffee please contact reception by dialling 0.

- NEWSPAPER** Available from the reception desk daily. Should you have a special newspaper request please order through reception on extension 0 on the evening prior to delivery and will do our utmost to assist you.
- PIKEMAN BAR** The Pikeman Bar is located on the ground floor beside the reception. It has a traditional & relaxed atmosphere. Times of opening are as follows: Sunday to Thursday 8.00 am to 11.30 pm; Friday & Saturday 8.00 am to 12.30 pm.
- PILLOWS** Should you require an additional pillow, please contact reception by dialling 0 & they will arrange delivery. Our many is as follows: Duck Down Pillow, Memory Foam Pillow, Supersoft Pillow and Hypoallergenic Pillow/
- PRESSING** In the majority of our rooms we have an Iron & Ironing board. If there is not one available, please dial reception on extension 0.
- PORTER SERVICE** A porter is available at all times to assist with your luggage. Please contact reception by dialling 0 to avail of this service.
- RESERVATIONS** Ongoing Hotel reservations can be made with reception prior to departure or by viewing our website.
- ROOM SERVICE** For breakfast in your room, please complete the breakfast card and hang it outside your door before retiring. (Service charge applicable)
- SAMUELS RESTAURANT** Situated on the ground floor to the right reception, the informal relaxed atmosphere yet with comfortable sophistication lends itself to fine dining or a casual supper. Breakfast is served from 7.30 am to 10.00 am. Lunch is served from 12.30 pm to 2.30 pm. Dinner is served from 6.00 pm to 9.30 pm.
- HOTEL SAFE** Management cannot accept liability for the loss of valuables unless they are stored in the hotel safe. For further information dial 0.
- SIGHTSEEING** Personal tours can be arranged by contacting reception at extension 0 or by viewing our brochure stand situated just off reception.
- SPECIAL OCCASIONS** Please advise reception if you are celebrating a special occasion or if you would like us to arrange any special items for you e.g. flowers, birthday cake etc.
- TAXIS** Reception will assist with taxi/chauffeur service. Please allow advance notice if booking a taxi to the airport. Taxis required for early mornings should be booked the previous night to avoid delay.
- TEA/COFFE** This is located in all bedrooms and is complimentary. Should you require any additional items please contact reception by dialling 0.
- TELEPHONE** To make a call from your bedroom please dial 9 for an outside line.
- TOILETRIES** Shower Caps, Dental Kit & Shaving Kit are available on request.
- TURN DOWN** Services available on request.
- VAT RECEIPTS** VAT Receipts are available from reception.

