



# Welcome to Hotel Killarney



[www.hotelkillarney.ie](http://www.hotelkillarney.ie)  
@hotelkillarney



Dear Guest,

It is our pleasure to welcome you to Hotel Killarney, nestled amidst the breath taking landscapes of County Kerry.

We are delighted that you have chosen to book with us and we hope you will experience the warmest hospitality during your stay.

Inside this guest service directory you will find everything you need to make your stay more comfortable, from dining options to local attractions. Should you require specific information, our team will be pleased to help.

We are here to ensure your experience exceeds your expectations and are committed to provide a comfortable room, great food and drink options and professional and friendly service, leaving you with cherished memories of your time in Killarney. Please let us know at any point throughout your stay if we can be of any assistance to you.

Enjoy your stay with us.

Sincerely,

Misja Herfurt

# GUEST DIRECTORY SERVICES

For all Services: Dial '0'

Check In: 4pm

Check Out: 11am

Wi-fi code: killarney25

## Accommodation Services

In addition to our daily service and for your added comfort we will gladly provide you with extra towels, pillows and blankets. Iron and ironing boards are placed in your wardrobe. Sewing Kits & Shoe Polish available on request.

Should you require a travel cot in your room please contact reception team on '0'.

## Airline Services

For flight information, bookings or confirmation please phone the airline of your choice:

Ryanair	0818 210210	<a href="http://www.ryanair.com">www.ryanair.com</a>
Aer Lingus	01 886 8505	<a href="http://www.aerlingus.com">www.aerlingus.com</a>
Air Canada	1800 709900	<a href="http://www.aircanada.com">www.aircanada.com</a>
Air France	01 6050383	<a href="http://www.airfrance.com">www.airfrance.com</a>
British Airways	1890 626747	<a href="http://www.britishairways.com">www.britishairways.com</a>
Delta	1800 768080	<a href="http://www.delta.com">www.delta.com</a>
Lufthansa	01 8445544	<a href="http://www.lufthansa.com">www.lufthansa.com</a>
KLM	01 6636900	<a href="http://www.klm.com">www.klm.com</a>
United Airlines	01 8191760	<a href="http://www.united.com">www.united.com</a>



## Banking/Bureau De Change

There are several banks in the centre of town. Hours of business are Monday to Friday 10am - 4.00pm. For Bureau De Change we would recommend using the local Post Office or Killarney Credit Union.

## Bus and Train

Please contact reception for times and information.

## Car Hire

Avis	021 428 1120	<a href="http://www.avis.ie">www.avis.ie</a>
Budget	064 6634341	<a href="http://www.budget.ie">www.budget.ie</a>
Hertz	066 9763270	<a href="http://www.hertz.ie">www.hertz.ie</a>
Go Car	01 8441969	<a href="http://www.gocar.ie">www.gocar.ie</a>

## Chemist/Drug Store

Trant's pharmacy is located directly across from the hotel near SuperValu. They are open Monday to Saturday 9am-6pm. We would also recommend Park Road pharmacy approx. 1 km from the hotel open Monday - Sunday from 9am - 9pm.



## Children

We love to welcome children to Hotel Killarney. As every effort is made to maintain a comfortable environment for all our guests, we respectfully request they behave in an appropriate manner. Your co-operation is most appreciated. Children under the age of 16 must be supervised by an adult at all times.

Baby Bathtubs available on request.

Baby night lights available on request.

## Church Services

### St. Marys Cathedral Killarney -

Monday - Saturday 10.30am & 6.15pm

Saturday Vigil Mass: 6.15pm

Sunday: 8am, 10.30am & 12 noon

### Church of the Resurrection - Weekdays Monday-

Saturday 9.30am

Sunday- 11am

### Church of Ireland - Sunday service 11am



## Cinema

Killarney Omniplex which is located less than a kilometre from Hotel Killarney. Tickets can be pre-booked at [www.omniplex.ie](http://www.omniplex.ie)

Killarney Cineplex is located in the Killarney Town Centre. Tickets can be pre-booked at [www.cinemakillarney.com](http://www.cinemakillarney.com)

## Club Vitae Leisure Club

Club Vitae opening hours:

Monday – Friday 7.30am – 9.30pm

Saturday & Sunday 7.30am – 8pm

### Please note:

Gym & Pool adults only from 7pm daily. Under 16's in the pool area must be accompanied by an adult at all times.

Gym for persons over the age of 16 only.

Jacuzzi, Steam room & Sauna available for adults only. (Over 18s)

## Contact Numbers

Reception	500
Sloe Berry Bar	505
Restaurant Host Desk	502
Club Vitae	562



## Dining at Hotel Killarney

### Lily's Coffee dock

Lily's coffee dock is open from 10am-5pm

### Sloe Berry Bar

Open from 12.30pm until Late for food & drink service

### The Strawberry Tree Restaurant

The strawberry tree restaurant is available from 6pm-9.30pm daily.

**To ensure a pleasant and comfortable atmosphere for all our guests, we respectfully request that sleepwear, including pyjamas, not be worn in our public areas. Appropriate daytime attire is appreciated. Thank you for your understanding.**



## Doctor\ Dentist Services

Should you require medical attention, please contact Reception or call:

Clancy Dental	064 6626999
Trants Dental	064 6631350
Park Medical Centre	064 6634111
South Doc	0818 355 999

## Dry Cleaning & Laundry

Hotel Killarney offers quick and efficient laundry service six days a week. A laundry bag and price list is available in your room. Please place the garments in the laundry bag provided & please bring to our reception team before 10am. Please allow 48-hour turn around.

There is no laundry service on a Sunday.

## Duty manager

Should you require the Duty Manager, please dial '0' and he/she will be happy to assist you.



## Express Check Out

If you wish to avail of our express check out facility please ensure that all accounts are settled prior to your departure date. We advise guests if they wish to use the express check out, we will require a pre authorisation of a credit card.

## Environmental Policy

In order to reduce energy and resources, please request to have towels replaced only as necessary. Should you require fresh towels please place used ones in the bath and our accommodation assistant will replace them for you during your room service.

## Ferry Services

For ferry information or bookings:

Irish Ferries 0818 300400

Stena Sea link 053 9161560

Ferry from Tarbert to Killimer – For ferry departure times contact Reception or call 065 9053124 or view [www.shannonferries.com](http://www.shannonferries.com)



## Fire

Please read the fire precautions notice in your bedroom and familiarise yourself with the exit locations. If the bell rings continuously, please follow the fire evacuation route inside the bedroom door. Please remember not to use the lift and to close all doors behind you. For guests with hearing impairment we have vibrating pad to place under a pillow. Please contact reception if you require this.

## Florist

Contact reception for assistance and recommendations for ordering flower arrangements or alternatively contact:

Blooms Florists 064 6633518

## Friendly Fellows Kids Club

Opening hours:

Friday 6pm – 9.30pm

Saturday 10am – 12pm & 6pm -9.30pm

Sunday 10am – 12pm

Teen zone will be available during club vitae opening hours.

Please note kids club available from the ages of 3-12

Kids club Itinerary can be found on [www.hotelkillarney.ie](http://www.hotelkillarney.ie) or contact our reception team for a copy of the kids schedule



## Golf

Please contact reception to arrange tee times on your behalf. Please feel free to contact the courses directly for any additional requirements.

Killarney Golf & Fishing Club	064 6631034
Beaufort Golf Course	064 6644440
Tralee Golf Club	066 7136379
Castlegregory Golf Club	066 7139444
Ballybunion Golf Club	068 27146/27611
Castlerosse Golf Course, Killarney	064 6631144
Ross Golf Course	064 6631125
Dooks Golf Course	066 9768205
Kenmare Golf Club	064 6641291
Waterville Golf Links	066 9474102
Ring of Kerry Golf Club	064 66 42000

## Hairdresser

Contact reception for assistance and recommendations for hairdressers or alternatively contact:

Ruby Tuesdays	086 1697361
Salon B	064 6670977
Ilona Louise hair salon	087 631 4145



## Heating Times

Heating is timed in our guestrooms for each season. Should you require any assistance please contact our reception team on '0'

## Ice

Ice is available to be brought to your room on request, please call reception if required.

## In-Room Service

Breakfast can also be delivered to your room from 7.30am to 10am, please ensure your breakfast card is hung up outside on your door before 2am. A €5 tray charge per person will apply.

Room Service Menu is available from 12.30pm - 9.30pm, daily a €5 per tray charge will apply.

Beverage in room service is available from 12.30pm - 10pm daily a €5 per tray charge will apply.

To place an order from 12pm -9.30pm please contact The Strawberry Tree Host Desk on 502

Please see Menu below



HOTEL

Killarney

## In-room Service Menu

Rustic Soup of the Day (C,G1,M,E)	€8.00
Brown soda bread. Vegan/gluten free options available	
Roasted Irish Chicken Wings (M,E)	€8.50
Cajun spice, black sesame, spring onion, chilli flakes, ranch style dressing	
Classic Caesar Salad (G1,M,MU) Starter	€11.50
Main €14.50 Toasted parmesan crouton, cos lettuce, crispy bacon, house Caesar dressing	
Smash Irish Beef Burger (E,F,G1,M)	€19.00
Confit of onion, applewood smoked cheddar, house relish, brioche bun, hand cut fries	
Portuguese Style Chicken Burger (G1,E,M)	€19.00
Marinated grilled fillet, brioche bun, lettuce, tomato, cheddar cheese, lime mayo, hand cut fries	
‘The Strawberry Tree’ Chicken Curry (C,MU)	€19.50
Fragrant rice, poppadum	
Vegetarian option available	
<b>Pizza (G1,M,SD)</b>	
Margherita - Tomato sauce, mozzarella, oregano	€15.00
Garlic Mushroom - Tomato sauce, mozzarella, chilli flakes	€16.00
Parma Ham - Mozzarella, tomato sauce, rocket	€16.00
Grilled Goat’s Cheese - Pesto, mozzarella	€16.00



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## In-room Service Menu

Hand Cut Fries €4.75

## Kids

Soup of the Day (C,M,G1) €3.00

Bread Roll. Vegan/gluten free options available

Garlic Bread (G1,M) €3.50

Crispy ciabatta topped with garlic butter and melted cheese

Bangers and Mash (G1,C,M) €7.00

Pork sausages, creamy mashed potato and a side of gravy

Beef Burger (E,M,SO,G1) €7.00

Burger on a brioche bun with salad and a side of fries.

Crispy Chicken Chunks (M,C,MU,SD,G1) €7.00

Crispy chicken chunks with a side of fries or mash and gravy

## Keys

Please leave your key at reception when leaving the hotel. Should you lose your key please contact reception on '0'

## Local Attractions

There are many local attractions within a couple of miles of Hotel Killarney, which include Muckross House and Gardens, The Muckross Traditional Farms, Torc Waterfall, Ross Castle and much more. Speak to a member of our reception team for further information.



## Lost Property

Enquiries regarding lost property should be made at reception, who will make every effort to assist you.

## Luggage

Please contact our reception team for assistance with your luggage.

## Maintenance

Utmost care is taken to ensure that your guestroom is in perfect condition. Should you come across any defect, please contact our reception team who will liaise with the manager on duty to ensure the issue will be rectified.

## Make Up

Contact reception for assistance and recommendations for make-up artist or alternatively contact:

Lady Jane 087 161 3113

Lauren O Sullivan make up -

[laurenosullivanmakeup@gmail.com](mailto:laurenosullivanmakeup@gmail.com)

Make up by Mariam - contact on Instagram  
mariam\_mua\_killarney



## Maps

Local area maps are available from our reception team.

## Messages

Any messages left for you at the hotel will be delivered to your room.

## Newspapers

Newspapers are available from our reception team.

## Payment of Accounts

Our hotel policy is to take payment on arrival. Should you require the facility to room charge we will require a preauthorization of a credit card. (€50 minimum)

## Taxis

Are available on request, please contact reception if you need book one.



## Telephone / International Calls & Codes

To place an international call:

- Dial '9' to obtain an outside line (wait for a dial tone)
- Dial 00 for the International line
- Dial Country code
- Dial the local area code
- Dial local telephone number

For example, to call the UK:

Dial '9' for an outside line + 0044; leave out the first '0' of the area code and then your number. International Dialling Codes:

America 1	Australia 61	Austria 43
Belgium 32	Canada 1	Denmark 358
Finland 33	France 30	Germany 49
Hong Kong 852	Iceland 354	Israel 972
Italy 39	Japan 81	Netherlands 31
New Zealand 64	Norway 47	Portugal 351
South Africa 27	Spain 34	Sweden 46
Switzerland 41		



## Umbrellas

Umbrellas available from our reception

## Wake up calls

A wakeup call can be arranged by contacting reception.

## You

We hope you and your family have a wonderful stay with us. If we can do anything to make your stay as comfortable and memorable as possible, please let us know.

