



# IVEAGH

GARDEN HOTEL

Dear Valued Guest,

On behalf of our management and staff, I would like to welcome you to Dublin and to Iveagh Garden Hotel.

It is our intention that your stay with us be a most enjoyable and memorable occasion. Iveagh Garden Hotel is a place where the genuine care and comfort of our guest is an integral part of our mission.

Our guest directory holds all the information that you may find useful during your stay at the hotel, such as hotel services, telephone extension numbers, bar and restaurant opening times and local amenities.

If you require any assistance during your stay or if you think there is any area we can improve upon, then please do not hesitate to speak with me or any member of our team.

Thank you for choosing Iveagh Garden Hotel, and I wish you a very pleasant and enjoyable stay.

Yours sincerely

John Pardy  
General Manager



**IVEAGH**

GARDEN HOTEL

GO ONLINE &  
VISIT OUR WEBSITE  
FOR SPECIAL OFFERS

[WWW.IVEAGHGARDENHOTEL.IE](http://WWW.IVEAGHGARDENHOTEL.IE)

FOLLOW US ON;



Iveagh Garden Hotel



@iveaighgardenhotel



@iveaighgardenhot

## A

### ADAPTORS

Ireland operates on a 3 pin plug in system. If you require an adaptor, they can be purchased at Reception for €5.00

### AIRPORT TRANSFERS

All international airlines fly to Dublin airport, which is less than 20 kilometers away from the hotel. We recommend that you leave for the airport 2.5 hours prior to your departure time if you are flying within Europe and 3 hours for anywhere outside of Europe. Transportation to / from the airports can be arranged by Taxi or private transfer service (pre- booked by reception). For further information please contact our Reception team on the ext."0"

### AFTERNOON TEA

Enjoy our delicious afternoon tea in our bright & airy lobby. You will be greeted with an assortment of scones and handmade sandwiches, followed by delicate desserts. With a wide range of teas to choose from, there is something for everyone !

Afternoon Tea is served every Friday, Saturday & Sunday from 12.30 PM – 15.45 PM

*\*Please note, afternoon tea must be booked a minimum of 24 Hours in advance and cancelled with the same regard\**

## B

### BREAKFAST & BRUNCH

Breakfast is served in Elle's Bar & Bistro, located on the ground floor by reception.

#### Opening Hours:

Monday – Friday: 07:00 AM – 10:30 AM

Saturday – Sunday & Bank Holidays: 07:30 AM – 10:30 AM

#### Room Service Breakfast

Room Service Breakfast is also available during your stay. To avail of room service please complete the Room Service Breakfast Form before retiring and place it outside your door by 01:00 AM to ensure prompt service. Alternatively, you may dial "0" for Reception with your order in the morning.

*\*Please note, a tray charge of €8.00 applies to all orders\**

#### Elle's Botanical Brunch

Serving Breakfast & Lunch Favourites, for those who don't like to get up early on the weekends!

- Saturday – Sunday & Bank Holidays: 12:00 PM – 16:00 PM

#### Breakfast – Take-Away

If you are planning an excursion or have an early pick up, we will gladly provide you with a hearty breakfast box to go. Please, order in advance at the reception desk the day before by 7 PM.

### BABY COTS & CRIBS

Are available free of charge upon request. Please contact Reception at ext. "0"

### BARS

Our bar is located on the ground floor and is open daily. Please note that alcohol service in the bar is subject to time restrictions listed below.

Monday – Thursday: 10:30 AM – 11:30 PM

Friday – Saturday: 10:30 AM – 00:30 AM

Sunday & Bank Holidays: 12:30 PM – 11:00 PM

*\*Please note, Residence Bars & out of hours bar service is up to the Manager on Duties Discretion\**

## **BUSINESS CENTER**

There is a computer located in reception for all guests to use

## **C**

### **CAR PARKING**

The hotel does not offer private car parking. However, we do have an agreement with Q-Park Royal College of Surgeons at St. Stephen's Green Shopping Centre. To gain entry to the car park, take a ticket from the machine & upon departure from the hotel, our reception team will validate the ticket for you. We offer a 50% discounted price of €22.00 per 24 Hours rather than the original €44.00

### **CHECK-IN / CHECK-OUT**

Our Check-In time is 4:00p.m.

Our Check-Out time is 12:00 noon - If you wish to extend the check-out time, please contact reception by dialing "0".

*\*Late check-outs cannot be guaranteed and are subject to an extra charge of €20.00 per hour.\**

### **CHEQUES**

Payments with personal cheques are not accepted.

### **CITY TOURS**

For sightseeing excursions, city tours, tickets for Dublin's museums & galleries, please contact our Reception Team at ext. "0" or by speaking with our Front of House Porters

### **CONFERENCE FACILITIES**

Please contact our Events Team on [events@igh.ie](mailto:events@igh.ie) to arrange an appointment.

### **CHURCH SERVICE**

In Dublin, there are a wide variety of Churches to visit.

Our nearest Roman Catholic Church is located on Harrington Street.

For service times, please contact reception.

### **CREDIT CARDS**

We accept all major credit cards.

### **CURRENCY EXCHANGE**

Foreign currency may be exchanged at the post office & at "No1 Currency Exchange" located on Westmoreland Street

## **D**

### **DOCTOR**

Please contact the front desk by dialing “0” should you require a doctor. Please note, there is a call out charge to be paid before the doctor arrives.

There is also a private clinic 10 minutes away & a hospital 20 minutes away from hotel.

### **DRY-CLEANING/LAUNDRY & PRESSING**

A dry cleaning service is operated by the hotel. To avail of this service, please fill out the laundry docket located in your room, and bring your items to reception before 09:00 AM. Items dropped to reception before 09:00 AM will be returned the same day.

#### **Dry Cleaning Opening Hours**

Monday – Friday : 08:00 AM – 6:00 PM

Saturday : 09:00 AM – 5.00 PM

Sunday & Bank Holidays : Closed

## **E**

### **Events**

Our Events Team will be pleased to assist you to arrange a meeting, cocktail party, presentation, business dinner or family gathering. Please contact reception for further information or send an email to [events@igh.ie](mailto:events@igh.ie)

### **EXTEND YOUR STAY**

If you decide to extend your stay, please don't hesitate to contact reception desk or reservations department for availability and extended stay package costs.

### **EMERGENCY**

Should an emergency arise, please immediately dial the Telephone Operator at ext. “0”, to state the type of emergency and location.

### **EXTRA PILLOWS / BLANKETS**

Should you require additional pillows or blankets, please contact reception at ext.”0”.

### **ELECTRICITY**

In Ireland, the electrical current is 240V and requires a 3 Pin Plug. Adapters can purchased at reception for €5.00.

As an environmentally sustainable hotel, our rooms are fitted with power saving units. To operate the electricity, you must insert your key card into the power unit on the wall. When leaving the room, please remove your key card.

## **F**

### **FLORIST / FLORAL DECORATIONS**

If you would like to purchase or send flowers please contact our Reception at ext. “0”

### **FIRE**

Please carefully review the hotel’s “Fire Plan” located on the back of your bedroom door.

In case of a Fire or any other emergency, please do not use the lift and make your way to hotels assembly point at the back of the hotel.

### **FIRST AID**

Please contact reception if you require first aid. We have a number of qualified first aid staff available to assist you

## **G**

### **GUEST RELATIONS**

Should you require any assistance or have any specific requirements, please do not hesitate to contact the Front of House Assistants in the lobby. Please feel free to share with us any suggestions or ideas that may improve the quality of our services

### **GIFTS & IN ROOM SURPRISES**

Whatever your idea of a perfect gift might be, from birthday to anniversary or honeymoon celebration, our selection of gift surprises will simply satisfy your favourite people, during your vacation. Please contact our Reception.

### **GOLF**

In Dublin there a number of fine 18 hole international standard golf courses that located around the City/County. Courses are open 7 days a week and hotel guests just simply enquire by contacting the reception desk for further information ext.”0”

### **GROUP RESERVATIONS**

Please contact our reservations department on reservations@igh.ie for availability and group reservation costs.

## **H**

### **HAIRDRESSERS**

For professional hair dressing services please contact reception to advise you about local companies.

### **HAIR DRYER**

All guestrooms are equipped with hair dryers. Please note, there is a small round safety button located on the top of the handle. To use the hair dryer, please hold in the safety button.

### **HOUSEKEEPING**

Should you require your room to be serviced during your stay, please leave the “make up my room” sign outside your door, or by contact the hotel reception.

The following items are available through our housekeeping Department: Baby cots, laundry service, pillows, extra blankets, dental & shaving kits. Please contact our reception team at ext. “0”.

## **I**

### **INTERNET ACCESS**

We provide free of charge wireless (Wi-Fi) internet access in the lobby area and throughout the hotel. Wi-Fi information is located on the bottom of your room key card and below.

Wi-Fi Name – Iveagh Garden Guest

## **IRON / IRONING BOARD**

All of our deluxe & superiors rooms are equipped with an iron and ironing board. Should your selected room type not have one, please dial “0” and our housekeeping department will be happy to deliver one to your room.

## **K**

### **KEY CARDS**

Your key card is electronically encoded, and for added security the room number is not indicated on the card. Should you lose your card, please inform the reception immediately. A new card will then be issued for you, while the old one will be cancelled automatically. On the day of your departure the card will work until 12:00 noon. Should you wish to use your room after this time, please contact reception.

## **L**

### **LUGGAGE**

Please call for assistance in transporting your luggage or if you require arrangements for luggage storage. ext.”0”.

### **LOST & FOUND**

Should you misplace an item, please contact reception. Dial ext.”0”. Every effort will be made to recover a lost item or find the owner. Upon proper identification items found will be returned to the rightful owner by the housekeeping department.

## **M**

### **MAPS (CITY)**

Dublin city maps are available at the reception desk.

### **MESSAGES**

If you wish to leave a message, please contact the reception team. ext.”0”.

### **MONEY**

We accept all payments in Euro.

## **N**

### **NIGHTLIFE**

#### **1900 Restaurant**

A romantic intimate setting located on Harcourt Street. Bookings can be made via reception (dial ‘0’)

### **The Harcourt Bar**

Dublin's Largest Beer Garden showing Live Sports with a wide variety of cocktails and a delicious bar menu

### **The Black Door**

Open on Friday and Saturday Nights. The Black Door is a Live Piano Bar with an over 28's policy to enjoy a late night drink.

## **P**

### **PET POLICY**

Pets are not permitted anywhere in the hotel. Exceptions are made only for guide dogs, support dogs and for dogs assisting law enforcement officials

### **PHARMACY**

There is a pharmacy located a short distance away on Camden Street. Please ask at reception if you require directions. The Hotel is unable to give out any medication

### **POSTAL SERVICE**

Stamps, tariffs, postcards are available at the reception. Should you wish to send a card or letter you may leave it and pay at the reception desk.

### **PUBLIC TRANSPORT**

For information on Public Transport (Bus, Train & Tram Services) please contact the front desk

## **R**

### **RECEPTION**

Our reception desk is staffed 24 Hours a day.

### **ROOM SERVICE**

Room service is available for breakfast, lunch & dinner

Please see the "BREAKFAST" section in this directory for information on room service breakfast

Room service Lunch and Dinner is available from 12:00 PM – 10:00 PM.

To place an order for room service or if you require a menu, please dial "1008"

*\*Please note, last orders for food is at 09:30 PM with the kitchen closing at 10:00 PM sharp\**

*\*A tray charge of €8.00 also applies to all orders\**

### **ROOM UPGRADE**



If you wish to make a change to your reservation such as a room upgrade, we would be more than happy to assist you. Please call our reservation/reception department for availability and upgrade costs by dialing “0”

## **RESTAURANT**

### **Elle’s Bar & Bistro**

Located on the ground floor, Elle’s Bar & Bistro serves breakfast, lunch and dinner daily, along with a range of delicious beverages, freshly brewed coffee and our signature range of cocktails. To make a reservation or to view a menu, please dial “1008”.

Last orders for food is at 09:30 PM with the kitchen closing at 10:00 PM sharp

## **S**

## **SAFETY DEPOSIT BOXES**

Safety deposit boxes are located in all rooms inside the wardrobe and are free of charge. The management cannot assume responsibility for money, jewelry or other valuables left in the rooms. We strongly recommend that you protect your valuables by placing them in safe deposit boxes.

## **SMOKING**

In accordance with the Public Health (Tobacco) Acts 2002 – 2015, The Iveagh Garden Hotel is a **non-smoking** hotel. However, We do provide a smoking area for all our guests. It is located in the front of the hotel on the ground floor. Failure to abide by this rule, will result in an automatic cleaning fee of **€200.00** being added to your account. Any further breaches of this rule may result in expulsion from the hotel.

## **T**

## **TV**

All guest rooms contain a flat screen TV fitted with 25 stations. Upon start-up, you will be welcomed to the hotel by our on screen information portal. To close this, simply press the channel button.

The list of channels are as follows;

- RTE 1
- RTE 2
- VIRGIN 1
- TG4
- BBC 1
- BBC 2
- ITV
- CHANNEL 4
- CBS DRAMA
- CBS REALITY
- CBS ACTION
- TRUE MOVIES
- SONY CRIME / PBS AMERICA
- FILM 4
- BLOOMBERG
- BBC NEWS
- POP
- TINY POP
- POP MAX
- CBEEBIES
- UTV

- HORROR CHANNEL
- S4C
- VIRGIN MEDIA 2
- VIRGIN MEDIA 3

### **TAXI**

Should you require a taxi please contact our Reception Desk at ext. “0”.

### **TIPPING**

All prices in the hotel are on a net basis and gratuities are not included. Any gratuities are left at your discretion.

### **TEA & COFFEE**

Tea and coffee is complimentary in all rooms. Should you need your tea & coffee station replenished, please inform reception

### **TELEPHONE**

Reception : Dial “0”

Elle’s Bar & Bistro : Dial “1008”

#### Local Calls & International Calls

For Local & International calls, please dial reception on extension “0”. Our reception team will happily transfer you to your desired number.

#### Room to Room Calls

For room-to-room calls, just dial the room number

For rooms on the ground floor, please dial 6 & then the room number.

### **TECHNOLOGICAL SERVICES**

If you need assistance in connecting to the internet in the room or having technical problems regarding the hotel equipment, please do not hesitate to call reception desk at ext. “0”

## **W**

### **WAKE-UP CALLS**

Should you require a personal wake-up call, please contact our reception team at the ext. “0”

### **WATER**

In all guest bedrooms, there are complimentary bottles of water. Should you require your water to be replenished, please contact reception. The water from the taps is not potable.

### **WEBSITE**

Visit us on the Internet and our social platforms to available of the best rates and exclusive offers

- Website: [www.iveaghgardenhotel.ie](http://www.iveaghgardenhotel.ie)
- Facebook: Iveagh Garden Hotel
- Instagram: @iveaghgardenhotel
- Twitter: @iveaghgardenhot