

Dear Valued Guest,

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

It is our intention that your stay with us be the most enjoyable and memorable occasion. The 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

A

ADAPTORS

Ireland operates on a 3-pin plug in system. If you require an adaptor, they can be purchased at Reception for €5.

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 if you are flying within Europe and 3 hours for anywhere outside. Transportation to / from the airports can be arranged by Taxi or private transfer service (pre- booked at reception). For further information please contact our reception team at the ext.”o”

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 day from 12:30pm-16:00pm

Please note, afternoon tea must be booked a minimum of 24hours 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: 07:00am-10:30am

Saturday, Sunday & Bank Holidays: 07:30am-10:30am

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 02:00am to ensure prompt service. Alternatively, you may dial “o” for reception with your order I the morning.

Please note, a tray charge of €10.00 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: 12:30pm-16:30pm

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 place your order by 7pm the night before.

BABY COTS & CRIBS

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 services in the bar is subject to time restrictions listed below.

Monday-Thursday: 10:30am-23:30pm

Friday-Saturday: 10:30am-00:30am

Sunday & Bank Holidays: 12:30pm-23:00pm

*Please note, residence bar & out of hours bar services is up to the Manager on duties discretion.

BUSINESS CENTER

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



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% discount on their 24 hour consecutive rate.

CHECK-IN / CHECK-OUT

Check-In time is from 16:00p.m.

Check-Out is by 12:00 noon. If you wish to extend the check-out time, please contact the reception desk by dialing “o”.

*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.

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 at ext. “o”.

CONCIERGE & CITY TOURS

For sightseeing excursions, city tours, tickets for Dublin's museums, galleries & theatres please contact our Reception team at ext. “o” or by speaking with a member of our concierge team

CONFERENCE FACILITIES

Please contact our Events Team on events@igh.ie to arrange an appointment.

CREDIT CARDS

We accept all major credit cards.

CURRENCY EXCHANGE

Foreign currency may be exchanged at the post office & at “No.1 Currency exchange” located on Westmoreland Street.

D

DOCTOR

Please contact the front desk by dialing ext. “o” 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 the hotel.

DRY-CLEANING/LAUNDRY & PRESSING

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

Dry Cleaning Opening Hours

Monday-Friday: 08:00am-18:00pm

Saturday: 09:00am-17:00pm

Sunday & Bank Holidays: Closed



ELECTRICITY

In Ireland, the electrical current is 240V and requires a 3-pin plug. Adaptors can be 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.

EMERGENCY

Should an emergency arise, please immediately dial the Telephone Operator at ext. "0", to state the type of emergency and location. To call emergency services on a mobile, call 112 or 999.

EVENTS

Our Events Team will be pleased to assist you in booking a meeting, cocktail party, presentation or business dinner or any other special event. Please contact reception for further information or send an email to events@igh.ie

EXTEND YOUR STAY

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

EXTRA BED / PILLOWS / BLANKETS

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

F

FIRE/FIRE PREVENTION

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 attention. We have a number of qualified first aid staff available to assist you.

FLORIST / FLORAL DECORATIONS

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

G

GIFTS & IN ROOM SURPRISE

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 favorite people, during your vacation. Please contact our reception for more information on availability and costing.

GOLF

In Dublin there are 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.

GUEST RELATIONS

Should you require any assistance or have any specific requirements, please do not hesitate to contact the Concierge Team in the lobby.

Please feel free to share with us any suggestions or ideas that may improve the quality of our services.

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 down 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 contacting 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

Wi-Fi Password- Iveaghguest

IRON / IRONING BOARD

All of our deluxe & superior rooms are equipped with an Iron & 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 your 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

LOST & FOUND

Should you misplace an item, please call the reception immediately. Dial ext."o". 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.

LUGGAGE

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

M

MAPS (LOCAL MAPS OF THE CITY)

Dublin maps are available at the reception desk.

MESSAGES

If you wish to leave a message, please contact the reception team, ext."o".

MONEY

We accept all payments in Euro.

N

NIGHTLIFE

1900 restaurant

1900 restaurant is a French/Irish bistro with a romantic setting located just up the road from the Iveagh Garden Hotel on Harcourt street.

The Harcourt Bar & Garden/ Dtwo.Nightclub

The Harcourt Bar is just a short walk from the Iveagh Garden Hotel which has Dublin's Largest Beer Garden showing live sport every day and Dublin's infamous nightclub DTwo. Dtwo is a strictly over 23's venue.

The Black Door

The Black Door Piano Bar is a Boutique Lounge and Georgian Bar on Harcourt Street. Featuring live music and Dublin's best DJ's on Thursday, Friday and Saturday nights. The Black Door is strictly an over 28's Venue.

P

PET POLICY

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

PHARMACY

There is a pharmacy located a short distance from the hotel on Harcourt Street. The Pharmacy is called 'Foody's Pharmacy'.

Please ask at reception if you require directions. The hotel is prohibited to provide any medication.

PUBLIC TRANSPORT

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

Q

QUEUES

To avoid early morning queues at reception you may wish to settle your bill the night before at reception.

R

RECEPTION

Our reception desk is staffed 24hours a day.

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 02:00am to ensure prompt service. Alternatively, you may dial "o" for reception with your order in the morning.

*Please note, a tray charge of €10.00 applies to all orders

ROOM SERVICE

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

A tray charge of €10.00 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.

RESTAURANT

Elle's Bar & Bistro is located on the ground floor and serves breakfast, lunch & 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".



SAFE DEPOSIT BOXES

Safe 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 at the front of the hotel on the ground floor on the bottom of the steps.

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.



TAXI

Should you require a taxi please contact our Reception Desk at ext. "0". Due to a current shortage of taxis in Dublin City Centre, we advise all our guests to pre-book transportation the night before to ensure you don't incur travel distribution/delays.

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 & Coffee is complimentary in all rooms. Should you need your tea and 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 ext. “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”



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 tap in the bathrooms is not palatable. However, the water can be used and is safe for washing and/or brushing teeth.

WHEELCHAIR

Should you require wheelchair assistance please contact our manager on duty who will be happy to assist you. The hotel offers wheelchair accessible lifts, along with wheelchair accessible bed rooms.

WEBSITE

Visit us on the internet and our social platforms to avail of the best rates and exclusive offers.

·Website: www.iveaghgardenhotel.ie

·Facebook: Iveagh Garden Hotel

·Instagram: @iveaghgardenhotel

·Twitter: @Iveaghgardenhot