

Welcome
to the



TALBOT HOTEL
S T I L L O R G A N



TALBOT HOTEL

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Dear Guest,

Welcome to the Talbot Hotel Stillorgan, one of Dublin's premier Business and Leisure hotels. The hotel is situated in the Stillorgan area just a short distance from Dublin City Centre.

The hotel prides itself on providing excellent facilities and services balanced with an authentic Irish experience of superior customer service.

If you require any assistance or suggestions on what to do during your stay, please contact the reception desk or any of our team.

Our main dining room 'The Purple Sage Restaurant will be available for breakfast. For Dinner we have BRASS Bar & Grill for casual dining or relax for a drink after dinner with live music on Friday and Saturday nights (unfortunately during COVID restrictions no entertainment is permitted).

Our location & facilities are ideal if you are planning a Conference, Banqueting Event, Wedding or Special Occasion. Our specialist conference & events team are available to discuss your requirements (subject to adhering to current COVID guidelines).

Should you require anything to make your stay more enjoyable, please do not hesitate to contact me or any of my team for assistance.

Wishing you a very enjoyable stay,

Kind Regards,

Daragh O'Neill

Daragh M. O'Neill
General Manager

Guest Directory

Air Conditioning

All our bedrooms are equipped with air conditioning. You can adjust the temperature using the remote control provided. For further information please read the instructions page in the directory. Alternatively, please call reception on **Ext 0** for further assistance if required.

Adaptors

You can purchase an adaptor from the Vending Machine on the First & Second Floors of the Hotel.

Airport Transfers

Taxi or Limousine transfers are available 24 Hrs. - please contact reception.

AIRCOACH – The air coach stops on the N11 opposite the hotel & operates 24 hours daily.

Please check with reception for the schedule as it varies by time of day.

Babysitting Services

Babysitting services are available upon request. Please contact Reception on **Ext 0** to arrange. Advance notice is highly recommended (Unavailable during COVID restrictions)

Banquets & Catering

Our Conference and Events team will be pleased to help you arrange any Meeting, Conference, Family Occasion, Wedding, Lunch or Dinner. Please contact our Sales department on **Ext 517** during Office Hours or dial **Ext 0** for assistance during out of office hours (subject to adhering to COVID guidelines).

Business Centre

Photo copying, Printing and Scanning are just a few of the services offered at Reception.

Breakfast

Breakfast reservations must be booked with reception.

Breakfast is served in our Purple Sage Restaurant on the Ground Floor of the Hotel.

Monday to Saturday from 7.00am to 10.00am & Sunday 8.00am to 10.30am

If you wish to have Room Service Breakfast contact reception for an order form. Please complete this form and place it outside on your door handle before 3.00am to ensure prompt service. Alternatively, you may dial Room service on **Ext 405** with your order in the morning, but please note that pre-orders are prioritized.

Breakfast prices are as follows:

Full Irish Breakfast: €16.25 pp Continental Breakfast: €13.40 pp

Delivery Charge: €4.50 (per person)

Car Parking

Parking is complimentary for our Guests.

Car Rental

We recommend **GoCar**. A compact car is located at the hotel see www.gocar.com to register for details & use. For a full-service rental company **Enterprise** (www.enterprise.ie) or **SIXT** (www.sixt.ie) car hire have local offices in proximity to the hotel.

Check In/ Check Out

Check In is available from 3.00pm. Check out is by 12 noon. For Further information on our Express departure (Express Check out Service) or to arrange a late check out (additional charges may apply), please contact Reception on **Ext 0**.

Credit Cards

We accept Visa, MasterCard, Debit Cards and American Express.

Comment Cards

We really appreciate it when our guests take the time to share their feedback with us. We will send an email when you depart with a link to give us your feedback & if there was any of team members you would like to acknowledge we would love to hear from you.

Cots (Travel Cot)

Please contact Reception for assistance.

Currency Exchange

Foreign Currency may be exchanged at the Reception desk. (Unavailable during COVID restrictions)

Doctor

For information on Local GP, Dental or Hospital Services, please contact Reception on **Ext 0**.

Do Not Disturb

If you do not wish to be disturbed, please request a DO NOT DISTURB sign from Reception, hang the sign provided on the door handle outside your room. If you do not wish to receive telephone calls, please advise Reception.

Dry Cleaning, Laundry & Pressing

We are pleased to offer same day laundry & pressing service. Items must be received at Reception before 9.00am on that day. This service is not available Sunday & Bank Holidays. Please place Laundry & order sheet in the bag, which may be found in the drawer in the vanity unit or inside your wardrobe. (During COVID restrictions contact reception for bag & order form).

Electricity

The electrical current is 220 volts. Our bedrooms require your key card to activate the power. There is a white box inside your door in which you should place your key. Dial **Ext 0** for assistance.

Emergency

Should an emergency arise, please dial **Ext 0** immediately to state the type of emergency and your location. Further Emergency instructions are detailed separately in the directory.

Florist

If you would like to purchase or send flowers, please contact Reception on **Ext 0**.

Gym (Fitness Suite)

Located on the lower ground floor accessed via the courtyard. Please sign in at reception where you will be issued with an access key. Complimentary towels are available for your use. (During COVID restrictions pre booking is required and limited to 45 minutes per person)

Housekeeping

Should you require additional pillows, blanket's, or other services, please contact Reception on **Ext 0**.

Ice

Room service would be happy to accommodate your request, please dial **Ext 0**.

Internet Access / WIFI

We provide high speed **Wi-Fi** internet access in every room & in public areas.

Vigin WIFI is our service provider. You will only be required to login & register once during your stay.

Iron/ Ironing Board

All our bedrooms are equipped with an Iron & Board located inside your wardrobe.

Kettle/ Tea Bags/ Sugar

All rooms are equipped with Tea & Coffee making facilities. Should you require any additional cups, sugar, tea-bags or coffee. Please do not hesitate to contact Reception on **Ext 0**.

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 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 cease to work after 12 noon. Should you wish to use your room after this time please contact Reception on **Ext 0**. Our rooms require a key card to activate the power in your room. There is a white box on the wall inside your door in which you should place your key card. If you require any further assistance, please contact Reception on **Ext 0**. All Key Cards must be returned to Reception on departure.

Luggage

Please call for assistance in transporting your luggage or if you require arrangements for luggage storage please contact Reception on **Ext 0**. (This service is unavailable during COVID restrictions)

Lost and Found

If you have misplaced, lost, or found a guest's personal item, please call Reception for assistance. (During COVID restrictions cannot retain personal items left in our bedrooms).

Mail

A "Post Box" is available at Reception.

Maps & Tourist Leaflets

Dublin city and local maps may be found in the Electronic Information stand located at Reception.

Newspapers

Newspapers are complimentary and are available at the Newspaper stand in the Reception area or at the Main Reception Desk. (Unavailable during COVID restrictions). We recommend RTE News Now for National & International ONLINE news feed.

Pet Policy

Pets are not permitted in the Hotel. Exceptions are made only for Guide Dogs or for Dogs assisting law enforcement officials while performing their duties.

Photocopying

This is available at Reception.

Purple Sage Restaurant – Ext 405

Breakfast:

Mon – Sat: 7.00am – 10.00 am

Sun: 8.00am – 10.30am

Lunch (Carvery): NO Lunch

Service currently available

Mon – Fri: 12.00noon – 2.30pm

Sat: Closed for lunch

Sunday: 12.30pm – 3.30pm

Dinner – A la Carte (Brass Bar & Grill)

Mon – Sun: 5.00pm – 8.00pm

Refrigerator

If would like to have an item refrigerated, please contact Reception on **Ext 0**.

Room Service - Ext 405

Room Service is available 5.00pm – 8.00pm ranging from a light snack to a Gourmet meal. To order, please consult the Room Service Menu inside this directory and Dial **Ext 405** to place your order.

Delivery Charge: €5.00 per tray.

Safe's & Safety Deposit Bags

If your bedroom does not have a Safe, Safety Deposit Bags are available at Reception and are provided at no extra charge. Safe keeping of your valuables is limited by Law. We strongly suggest that you protect your valuables by placing them in a Safe or a Safety Deposit Bag available at the Reception Desk.

Shopping

For Shopping Information please contact Reception on **Ext 0**.

Smoking Facilities

Our heated outdoor Courtyard Smoking area is available on the Ground floor of the Hotel adjacent to the Carysfort Suite. A Cigarette Vending Machine is located nearby with Tokens available at Reception.

All our Guest Bedrooms are Non-Smoking Bedrooms. Please note that if you chose to smoke in one of our Bedrooms a €100.00 charge will be added to your bill to cover the cost of cleaning.

Taxi

Should you require a Taxi, please contact reception to make your booking.

Telephone

Please see the page in the directory - **Useful Contact Numbers**

Turndown Service

Turndown service is available upon request, please contact Reception on **Ext 0**.

Umbrellas

Umbrellas are available upon request, please contact Reception on **Ext 0**.

Wake Up Calls

Should you require a personal wake up call, please contact Reception on **Ext 0**.

Useful Contact Numbers

Reception—	Dial 0
Sales, Conference & Banqueting —	Dial 517
BRASS Bar & Grill—	Dial 531
Purple Sage Restaurant—	Dial 405
Duty Manager—	Dial 0
Outside Line—	Dial 9
Room to Room (82-99) -	Dial 3+room number
Room to Room—	Dial the 3-digit room number
Emergency Services—	Dial 112 or 999

TV Channel Station

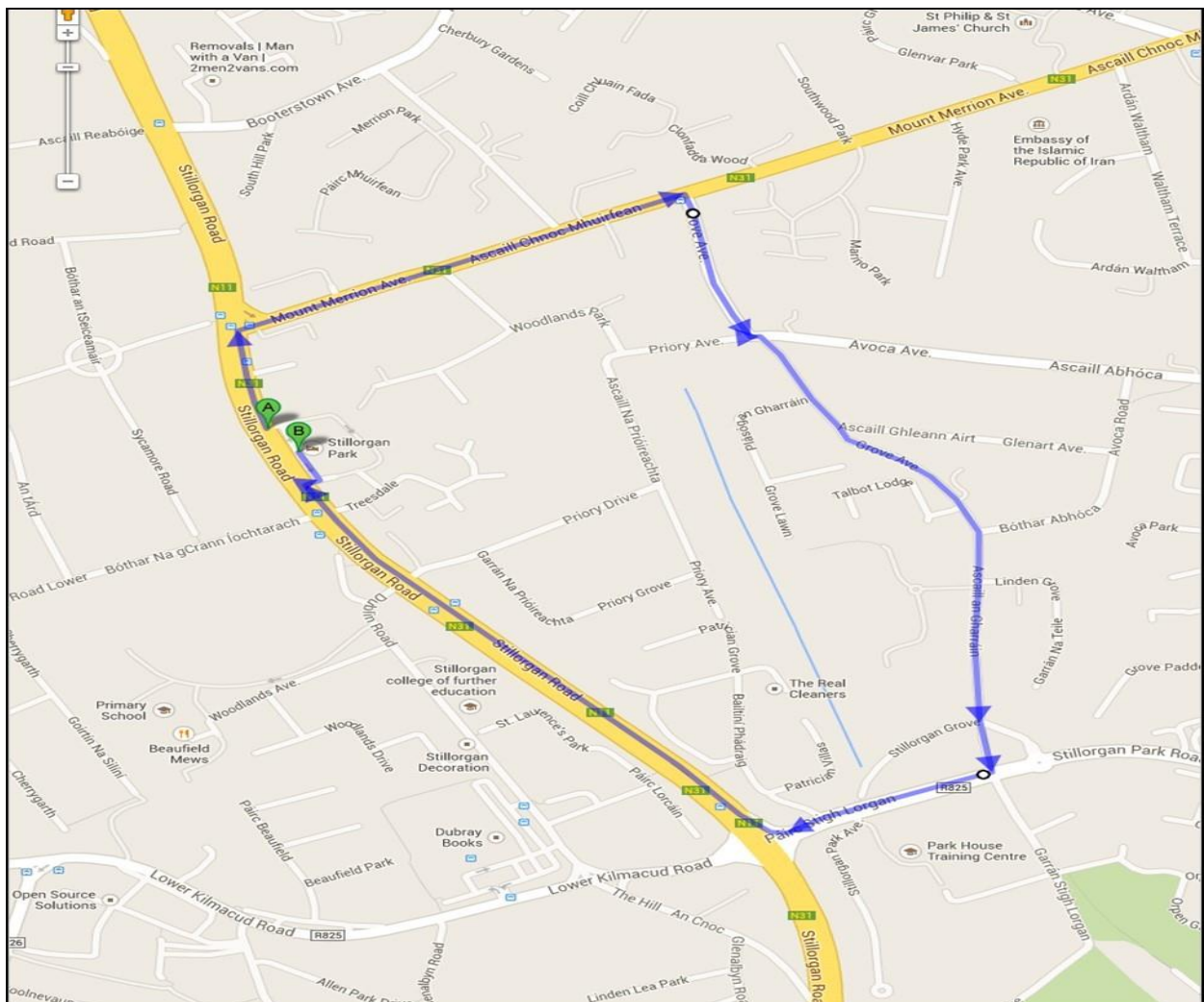
1	SKY NEWS
2	RTE Radio 1
3	RTE 2FM
4	CNN
5	CHANNEL 5
6	ITV 4
7	RTE 1
8	RTE 2
9	TV 3
10	BBC2
11	CHANNEL 4
12	BBC1
13	UTV
14	TG4

Walking / Jogging Routes

Please obey all rules of the road when out walking/jogging/running. Use caution – This route may be missing sidewalks or pedestrian paths.

3km Route

Exit the hotel to your right – at traffic lights turn right at Mount Merrion Avenue – at Grove Avenue turn right - continue straight to Stillorgan Park Rd – Turn right onto N11 – continue straight back to the Talbot Hotel Stillorgan. **GREEN** marker points indicate start/finish.



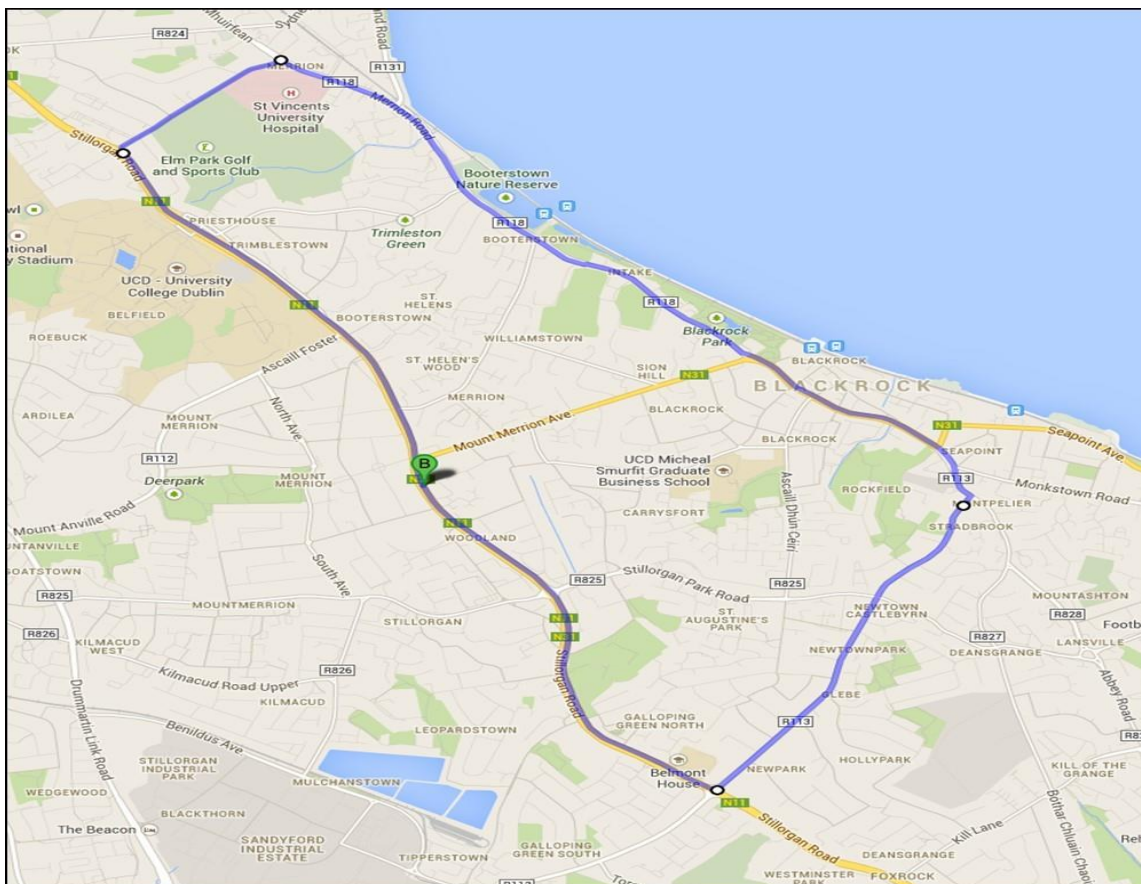
Walking / Jogging Routes

7.5km Route

Exit the hotel to your right – at traffic lights turn right at Mount Merrion Avenue – At Frascati Shopping Centre turn right onto Frascati Rd – Continue straight to right turn onto Newtown Park Avenue – Turn Right onto N11 – Continue straight back to the Talbot Hotel Stillorgan.

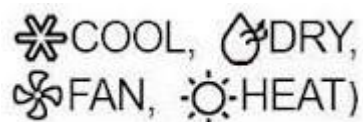
12km Route

Exit the hotel to your right – continue (2.5km) and turn right onto Nutley Lane – After St Vincent's Hospital turn right onto Merrion Road – continue straight onto Rock Road and continue straight past Frascati Shopping Centre onto Frascati Rd – Continue straight to right turn onto Newtown Park Avenue – Turn Right onto N11 – Continue straight back to the Talbot Hotel Stillorgan. **GREEN** marker point indicates start/finish point.



Air Conditioning Instructions

There are four modes that can be used on the Air Conditioning units, they are as follows.



Cooling –

Cooling Operation has a symbol of a **SNOWFLAKE**.

This is to set the room temperature at your preferred comfort level. Please be advised that the temperature setting should not be lower than 19C.

Dry –

Soft Dry Operation has a symbol of a **RAINDROP**.

A very gentle cooling operations, prior to dehumidification. It does not lower the room temperature. During soft dry operations, the indoor fan operates at a low fan speed.

Heat –

Heating Operation has a symbol of the **SUN**.

Heat is obtained from outdoor air to warm up the room.

When the outdoor ambient air temperature falls, the heating capacity of the unit might be reduced.

Fan –

Air Circulation operation has a symbol of a **FAN** or a square with arrows.

When the room temperature reaches the set temperature, the operation commences a low airflow volume. It stops when the room temperature drops to 2 C below the set temperature.

What to do in an Emergency

The Hotel is equipped with a state-of-the-art Fire Detection and Alarm system, which offers our guests the best protection in the event of a fire. Smoke detectors are located throughout the Hotel and in all Guest Bedrooms and public areas. Both Fire instructions and evacuation procedures are displayed on the back of each entry door to the guest room. Please allow a few moments to familiarize yourself with the instructions and read the following.

Fire Alarm Test

The Fire alarm system is tested every Monday at 11am. Please respond to all other alarm activation and follow the emergency procedures displayed on the back of your door. Go to the emergency exits on your floor and know where they are. Count the number of doors you pass from your room to the exit. This will help you find the exits if you evacuate in dark or smoky conditions.

Special Assistance

Should you require any special assistance in the event of an evacuation please advise reception upon arrival.

Fire Extinguishers

The Hotel is protected by handheld extinguishers, which are situated at Fire points and are clearly marked. The location of the nearest firefighting equipment in your room is clearly indicated on the Fire Evacuation instructions displayed on the back of your door. For your safety and the safety of others please remove all electrical appliances from their sockets when not in use. Please report all electrical problems to reception. The hotel is committed to providing all our visitors & guests with a safe environment during their stay with us. The hotel is constantly reviewing its emergency procedures to maintain the highest standard of safety.

Please Read the Following Emergency Evacuation Procedures

Fire Evacuation

1. On Discovering a Fire, raise the Alarm, stay Calm.

The Alarm can be activated by breaking the glass on any red fire alarm activation point located on the corridor or by dialing Reception at **Ext 0**.

2. Close all Doors and Windows.

Do this to prevent the spread of smoke and fire only if it is safe to do so.

3. Evacuate all Occupants from the Danger Area.

Make sure all occupants of your room are accounted for. If they are in another part of the Hotel, leave by the emergency exit route and report the situation to the Fire Warden at the Assembly point, located to the right of the main entrance as you exit the hotel.

4. DO Not attempt to fight the Fire.

5. DO Not stop to collect any luggage.

6. Leave the building by the nearest emergency exit.

If the corridor or the emergency stairwells are blocked or full of smoke, return to your room.

Close the door and telephone reception informing them of your location. If you encounter smoke, stay on the floor where the freshest air will be found. If possible, put wet sheets and towels around the bottom of the door.

7. DO Not return for any personal belongings.

8. On leaving the Hotel, go straight to the guest assembly point located to the right of the main entrance as you exit the hotel.

The quickest route to the assembly point from your emergency exits clearly indicated on the emergency evacuation procedures displayed on the back of your door.



TALBOT HOTEL

STILLORGAN

Dear Guest,

Please join us in being an **ECO-FRIENDLY** hotel. The following are some suggestions & initiatives we have in place:

- Please turn OFF Air-Conditioning/Heating when opening windows.
- Turn OFF all lights, Air-Con & TV before leaving the room.
- **Save water by having your bath towels changed less frequently.**

A towel in the BATH or on the FLOOR means you wish for them to be changed.

A towel on the TOWEL-RACK means housekeeping will not change it for you.

- We are also proud members of Clean the World where we donate our used Soap Bars & Amenity bottles. Over 50 million soap bars have been distributed by Clean the world to those in need in local communities and around the world contributing to a 60% reduction in hygiene related diseases.
- Please use the bin provided under the writing desk to recycle Glass, Plastic, and Paper. All other items can be disposed of in the general waste bin in the bathroom.

From all of us here at the Talbot Hotel Stillorgan, we extend a warm thank you for helping us make our hotel more friendly to the environment.

If you have any other suggestions for our Environmental Management Programme there is a Green Suggestion Box located at reception.

Kind Regards,

The GREEN Team





The Talbot Hotel Stillorgan is a proud recipient of the

OPTIMUS Service Excellence Award

Our Promise, To You Our Guest is

“Excellent Friendly Service by Exceptional People”

We consistently strive to deliver upon our promise to all our guests in the hotel and we like to know how we are performing.

To improve and achieve the best results, we would like to receive your feedback in relation to the product and services that we offer, so that we can recognize our staff for their excellent contribution and identify areas for improvement.

Our Customer is our priority. To make these continuous improvements to your experience of our hotel, your feedback is essential. If you could kindly complete one of our online links, we will send to you following your stay or email info@talbotstillorgan.com we would greatly appreciate it.

Thank you.

The Service Excellence Team