

**Welcome**

**to the**



**TALBOT HOTEL**  
STILLORGAN



# TALBOT HOTEL

STILLORGAN

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.

Start your morning the best way possible with breakfast in the award-winning, Purple Sage Restaurant. Our BRASS Bar & Grill is perfect for casual dining, with lunch and dinner served daily. It's the perfect spot for a relaxing drink after dinner or enjoying live music on Friday and Saturday nights.

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.

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 of 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 Machines on the First & Second Floors of the Hotel.

## **Airport Transfers**

Taxi's can be booked using [FREENOW](#) or at reception.

[AIRCOACH](#) — The air coach stops on the N11 opposite the hotel & operates 24 hours daily.

## **Business Centre**

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

## **Brass Bar & Grill**

Lunch and dinner reservations are recommended, especially on weekends.

Coffee Menu is available from 9am to 12pm, **Monday to Saturday**.

[Lunch Menu](#) is available from 12pm to 5pm, **Monday to Friday**.

[Dinner Menu](#) is available from 5pm – 9:45pm, **Monday to Friday**.

On Saturday and Sunday, our all-day menu is available between the following times:

**Saturday:** 12pm – 9:45pm & **Sunday:** 12pm – 8:45pm

For Room Service dial **EXT 0**.

## **Breakfast**

Breakfast reservations are recommended (particularly on weekends).

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

You will find a Room service Breakfast Order form hanging on your door handle. 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 0** with your order in the morning, but please note that pre-orders are prioritized.

**Breakfast prices are as follows:**

Full Irish Breakfast: €19.50 pp

Continental Breakfast: €15.50 pp

Room- Service Charge €5.00 (per person)

### **Car Parking**

Parking is complimentary for our Guests – 300 spaces.

### **Car Rental**

We recommend Enterprise ([www.enterprise.ie](http://www.enterprise.ie)) or Sixt ([www.sixt.ie](http://www.sixt.ie)) Car Hire. Both agencies have local branches 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, please contact Reception on **Ext 0**.

### **Credit Cards**

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

### **Comment Cards/Guest Feedback**

We really appreciate it when our guests take the time to share their feedback with us. Please complete our post departure survey that you may receive by email. Also, if there was any Employee you would like to acknowledge, we would love to hear from you.

### **Conference & Events**

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.

### **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 hang the sign provided on the doorknob 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.

### **Electricity**

The electrical current is 220 volts. Our bedrooms require your key card to activate the power. There is a white key card receptor on the wall inside your door in which you should place your key. For assistance, please dial **Ext 0**.

### **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**.

### **TalbotFit Gym**

Located on the ground floor. Access to TalbotFit is provided to all hotel guests with our compliments. Complimentary towels are also available for your use. Group Personal Training sessions and 1-1 Personal Training is available at an extra cost. See [www.talbotfit.ie](http://www.talbotfit.ie) or call 01 200 1819 for more information.

### **Housekeeping**

Should you require additional pillows, blankets 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.

You will only be required to login & register once during your stay.

### **Iron/ Ironing Board**

All of 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, teabags 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 key card 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**. \*(Any requests for long term storage are subject to availability and may incur a charge).

### **Lost Property**

The hotel does not accept any responsibility for any items left in your room on departure. Any items found can be sent out to you at your own cost. Any lost property is kept in the hotel for the duration of 3 months.

### **Mail**

A "Post Box" is available at Reception.

### **Maps & Tourist Leaflets**

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

### **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. Complimentary quantities apply, charges thereafter.

## **Purple Sage Restaurant — Ext 405**

### **Breakfast:**

Mon - Sat: 7.00am - 10.00am

Sun: 8.00am - 10.30am

### **Lunch:**

Sun: 12.30pm – 3.00pm

### **Refrigerator\***

If you would like to have an item refrigerated, please contact Reception on **Ext 0**. \*(Subject to availability)

### **Room Service - Ext 0**

Room Service is available, ranging from a light snack to a Gourmet meal. To order, please consult the Room Service [View our Menu HERE](#) and Dial **Ext 0** to place your order.

A delivery charge of €5. is applicable per tray. Late night room service menu available.

### **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 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 of our Guest Bedrooms are Non-Smoking Bedrooms. Please note that if you chose to smoke in one of our Bedrooms a €150.00 charge will be added to your bill to cover the cost of cleaning.

### **Taxi**

Should you require a Taxi, please contact reception on extension '0', who will order it for you.

## **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**.

## **Wake Up Calls**

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

## **More information below**



## Useful Contact Numbers

Reception -	Dial 0
Sales, Conference & Events -	Dial 517
BRASS Bar & Grill -	Dial 531
Purple Sage Restaurant -	Dial 405
Duty Manager -	Dial 0
Outside Line -	Dial 9 then the number
Room to Room (82-99) -	Dial 3+ room number
Room to room -	Dial the 3-digit room number
TalbotFit (Gym) -	Dial 419
Emergency Services -	Dial 112 or 999

## TV Channel Stations

- RTE 1
- RTE 2
- TV 3
- TG 4
- Be 3
- 3e
- RTE Junior
- RTE News.
- VIRGIN MEDIA 2
- VIRGIN MEDIA 3
- SKY NEWS
- RADIO - different channels



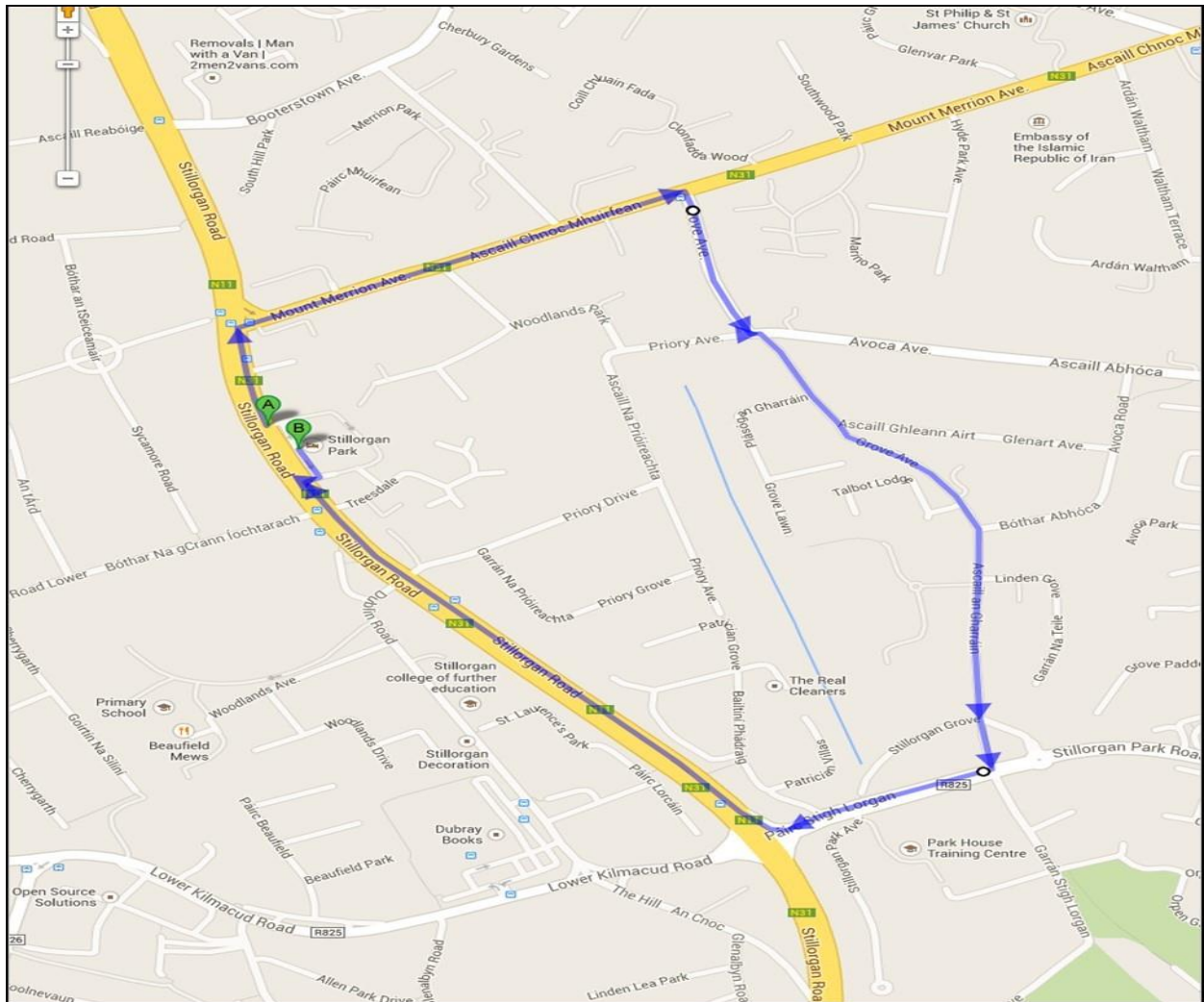
# Walking / Jogging Routes

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 and turn right at Stillorgan Park Rd – Turn right onto N11 – continue straight back to the Talbot Hotel Stillorgan.

**GREEN** marker points indicate the start/finish.



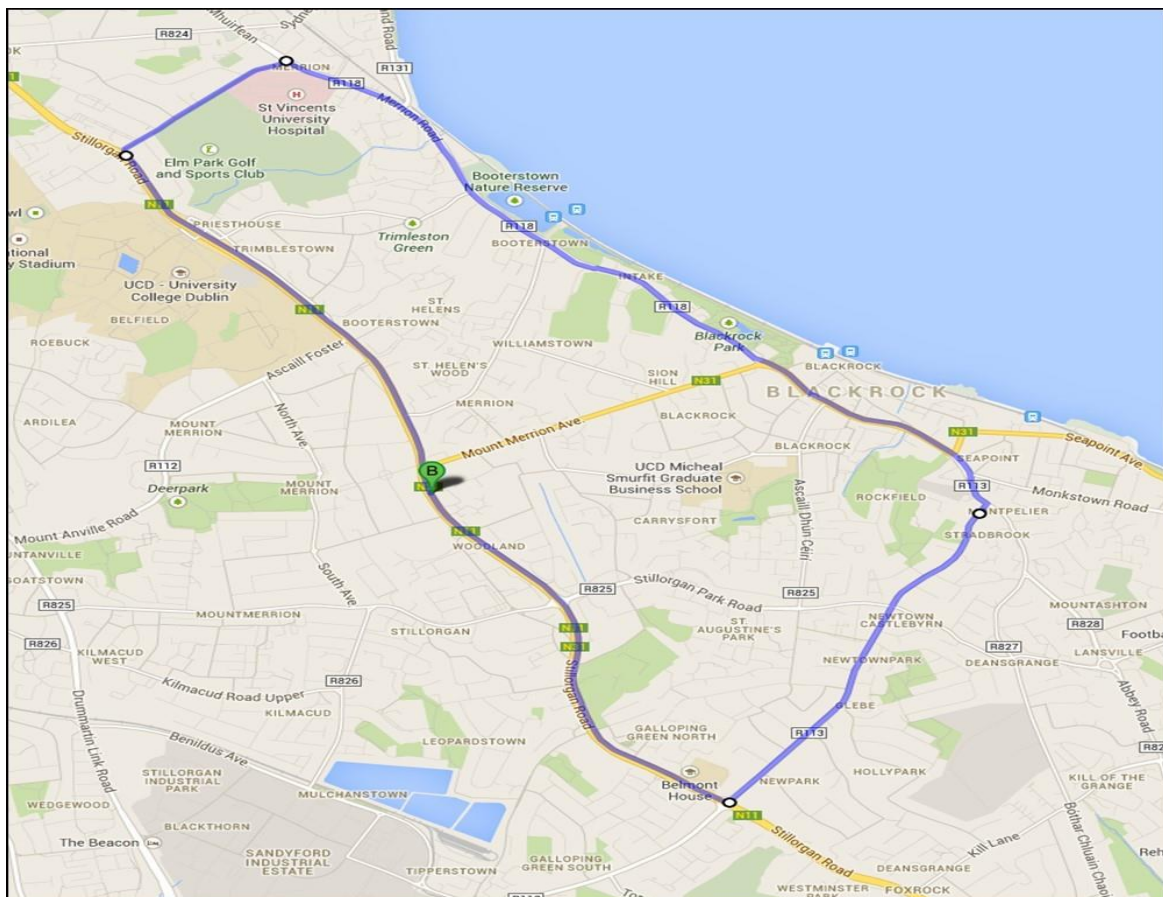
# Walking / Jogging Routes

## 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.

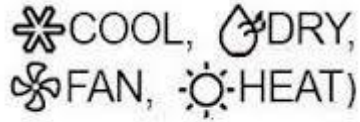
## 12km Route

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 Operations has a symbol of a snowflake.

This is to set the room temperature at your preference cooling comfort.

Please be advised that the temperature setting should not be lower than 19 C.

## Dry –

Soft Dry Operations has a symbol of a rain drop.

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

## Heat —

Heating Operations has a symbol of a 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 operations has a symbol of a fan symbol or a square with arrows.

When the room temperature reaches the set temperature, operations commence at 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 fire fighting 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 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 dialling 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 exit 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 to assist you;

- 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 recycle glass, plastic and paper. You can assist us by using the bin under the writing desk for these items. All other items can be disposed of in the 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 Program, 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. In order to make these continuous improvements to your experience of our hotel, your feedback is essential. If you could kindly complete one of our comment cards during your stay or email [info@talbotstillorgan.com](mailto:info@talbotstillorgan.com) we would greatly appreciate it.

Thank you.

The Service Excellence Team