

# Talbot Carlow

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Dear Guest,

I am delighted to welcome you to the 4\* Talbot Hotel Carlow in the heart of Ireland's Ancient East. A member of The Talbot Collection, our hotel is situated on the Portlaoise Road in on the outskirts of Carlow town, just under 12 minutes' walk from the main town centre.

Our hotel prides itself on providing excellent facilities and attentive round the clock service, balanced with an authentic Irish Experience of superior customer service.

If you require any assistance for suggestions on what to do during your stay, please see [www.talbotcarlow.ie](http://www.talbotcarlow.ie) or Scan our QR Code located on your bedroom mirror. Alternatively contact our Reception desk on '0'.

You will find two eateries on site, Corries Bar and Bistro on the ground floor (level 0) and our Liberty Tree Restaurant overlooking the rolling countryside (level 4).

Our Corries Bar and Bistro is the perfect location to relax with a drink, with dining options available from 7am – 9.15pm.

Work off the tensions of a busy day in Talbot Fitness Centre and our 20m Swimming Pool located on the –1 Floor of our hotel.

Our location and facilities are ideal if you are planning a wedding, special occasion, or conference. Our 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 a member of our team for assistance.

Kind Regards,



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William Burke,

General Manager



## **Covid- 19 Healthy and Safety Statement**

### **Check-In & Out**

- Visible markings will guide you safely in the hotel lobby, and our team will observe social distancing whilst checking you in and out.
- Perspex screens will be positioned on our reception desk for you and our team's safety.
- Contactless payment options and e-mail receipts will be encouraged. Where this is not possible, payment terminals will be disinfected before and after each transaction.
- Key cards will be disinfected with medical-grade antimicrobial agent after each stay.
- We can no longer storage luggage or personal items prior to check-in and on departure of your room
- Masks must be worn at all times unless seated for dining.

### **In Room**

- A thorough and comprehensive cleaning and sanitising program is in place for all guest bedrooms and bathrooms in preparation for your arrival with specific extra attention being given to all touch points throughout.
- All additional collateral, furnishings and non-essential items will be removed from our bedrooms so we can focus on the highest levels of cleanliness.
- Linens will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed at a minimum of 70°C for at least 25 mins to kill potential bacteria.
- Windows will be opened prior to arrival ensuring good circulation of fresh air (Weather Depending).
- Newspapers, magazines, and guest directories will be removed from guestrooms with digital versions coming available via our complimentary Wi-Fi.

### **Our Team**

- An enhanced educational and training program for all employees will run continuously, to ensure the utmost levels of safety and security throughout all areas of our operations.
- As per health guidelines around the wearing of Personal Protective Equipment (PPE) will be strictly adhered to by our teams across all departments from guest services to back-of-house and kitchens.
- A robust handwashing program is in place with all employees required to thoroughly wash their hands every 60 minutes, with records kept.



## **Covid- 19 Healthy and Safety Statement**

### **Communal Areas**

- Masks must be worn at all times unless seated for dining.
- Rigorous and frequent cleaning and sanitising of all surfaces and touch points is being carried out throughout our hotel.
- Furniture has been rearranged in lobbies and communal areas in such a way to allow you to enjoy our facilities with proper social distancing.
- Hand sanitiser stations are available throughout the hotel at every necessary location.
- Signage will remain in place throughout our public areas to remind our guests to observe social distancing and handwashing.
- Doorways will be left open where allowed to reduce contact, and elevator usage will be monitored to limit capacity and ensure priority access for those in need.

### **Dining**

**All dining i.e breakfast, lunch, dinner etc. will require pre-booking. Allocated time in dining areas is 1 hour and 45mins in lines with covid-19 health and safety guidelines. You will receive an e-mail 3-days prior to arrival with a link to book your dining.**

- All dining services will now have the option of in-room and takeaway, in addition to table service in our restaurants and bars.
- Buffet services will be replaced by comprehensive menus for breakfast, lunch, afternoon tea, and dinner which our team of service staff will deliver with the utmost care and attention.
- Menus will be sanitised after every use.
- A reduced number of tables will be placed in all dining areas to ensure social distancing and avoid guests facing each other unless from the same group.
- Tableware including all used and unused wares, condiments, placemats, and linens will be removed and disinfected after each party has left. Tabletops and chair arms will also be disinfected after each seating.

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## **Air Conditioning**

The hotel's public areas are air conditioned. There are individual radiators in all rooms, enabling you to regulate the temperature in your own room.

## **Adaptors**

You can purchase an adaptor from the Vending Machine on the First Floor of the Hotel. Please contact reception on **Ext 0** for more information.

## **Airport Transfers**

Please dial reception on **Ext 0** where we would be delighted to help you in booking your airport transfers.

## **Banks**

The nearest banks are all located in town with AIB, Bank of Ireland and Permanent TSB— for opening hours please check the bank specific website. The nearest ATM is across the road at Dunnes Stores which is open 8am-8pm daily.

## **Corries Bar & Bistro Opening Hours**

For up to date food services times – please dial **EXT 0**.

Children must be supervised at all times in Corries Bar and are permitted within the bar until 10pm in accordance with state law.

## **Banquets & Catering**

Our Conference and Events team will be pleased to help you arrange any Meeting, Conference, Family occasion, Wedding, Lunch or Dinner in our Liberty Tree Restaurant, Conference Suite, or Private Function Room . Please contact our Sales department on Ext 508 during Office Hours or dial **Ext 0** for assistance during out of office hours.

## **Breakfast**

Breakfast is served Daily from 7.00am –10.00am Midweek from Monday to Friday and from 7.00am to 10.30am each Saturday & Sunday morning. You will find a Room service Breakfast Order form and menu hanging on your bedroom door. Please complete this form before returning it and place it outside the door before 2.00am to ensure prompt service. Alternatively, you may dial Room service on **Ext 0** with your order in the morning, but please be aware that pre- orders are prioritized.

Breakfast prices are as follows:

Full Irish Breakfast: €12.95pp

Continental Breakfast: €9.95pp

**If you are on a Bed and Breakfast Package a Room Service Charge of €5 per tray will apply to ordering breakfast in your room.**

## **Car Rental**

To arrange car rental please dial **Ext 0** for assistance.



### **Chemist**

Kelly's Pharmacy is only a stones throw away from the hotel and is located across the road on the way to Dunnes Stores. They open daily from 9.30-6pm.

### **Check In/ Check Out**

Check In begins at 4pm. Check out is by 12 noon. For Further information on our to arrange a late check out, please contact Reception on **Ext 0**.

### **Children Policy**

Children must be supervised at all times. Children must vacate the bar by 10pm in accordance with state law. Shoes must be worn in all public areas. Please see your Family Welcome Pack for full Health & Safety Regulations.

### **Credit Cards**

We accept the following credit cards: Visa, Mastercard, Maestro, Laser and American Express and we offer cash back in our bar with a purchase.

### **Comment Cards**

We really appreciate it when our guests take the time to share their feedback with us. Please ask reception for a Guest Comment Card should you wish to fill one out. Also if there was any Employee you would like to acknowledge, we would love to hear from you.

### **Dinner**

Dinner is served in the Liberty Tree Restaurant from 5pm—9pm daily. Booking is essential, please call Reception on **Ext 0**. Please note restaurant closed midweek during off season.

### **Doctor**

For information on Local GP, Caredoc, 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 contact Reception on **Ext 0**.

### **Dress Code**

In all areas of Talbot Hotel Carlow, a Dress Code is in place. Smart Casual attire is suitable. When attending breakfast in the morning pyjamas are not an appropriate form of dress, we ask that if you want to eat in your pyjamas you avail of the Room Service option available to you. Similarly we would ask that if you are dining in Corries Bar & Bistro or the Liberty Tree Restaurant that you dress accordingly.

**If you are availing of our leisure club facilities, you must be fully clothed before returning to your room. This includes children walking back to the bedroom from the pool.**

## **Dry Cleaning, Laundry & Pressing**

Laundry Bags are in your wardrobe, please note clothing should always be accompanied by an itemized list. Please complete and sign the list and place in laundry bag. The laundry is accepted on the principal that the hotel cannot accept any responsibility for damage from the laundry process. Items dropped to reception before 9am will be returned that same day. Items dropped any later will take up to 24hours to complete.

## **Emergency**

Should an emergency arise, please dial **Ext 0** immediately to state the type of emergency and your location.

## **Fan**

For Fan arrangement please contact Reception on **Ext 0**.

## **Fax Services**

Fax machines are located at reception, please dial **Ext 0** for more information.

## **Florist**

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

## **Hairdryers**

Can be located in your wardrobe.

## **Housekeeping**

Should you require any additional pillows, blankets or other services, please contact Reception on **Ext 0**.

## **Internet Access**

Complimentary high speed wireless (Wi-Fi) internet is available in every in every bedroom & in public areas.

## **Iron/ Ironing Board**

Both can be located in your wardrobe.

## **Kids Club**

Our Complimentary Talbot Tigers Kids Club runs every Saturday and every day during the School Holidays and is located in the DOME Family Entertainment Centre from 6.30—8.30pm. Places are allocated in the Kids Club on a first come first serve basis. Please see your Family Welcome Pack for more information.

## **Kettle/ Tea Bags/ Sugar**

All rooms contain Tea or Coffee making facilities. Should you require any additional cups, sugar or Teabags etc. please do not hesitate to contact Reception on **Ext 0**.

## Talbot Fitness Leisure Centre

The Leisure Centre access is located on Floor -1. For directions, please call reception on **Ext 0**.

### Opening hours

Monday to Friday : 6am-9pm

Saturday/Sunday/bank holidays : 7am-8pm

Kids hours: 9am-7pm, last entry 6pm

### **Pre-Booking is essential on 059 91 53838 or at Talbot Fitness Reception**

Children under 16 years must be accompanied by an adult at all times in the Swimming Pool. Swimming Hats must be worn while in the swimming pool they are available to buy at the Talbot Fitness Reception desk. Swim nappies and goggles are also available to purchase. There is strictly no jumping or diving into the swimming pool.

Children under 16 are not permitted at any time to be in the gym, sauna, steam room or jacuzzi. Even if they are supervised, they are not permitted.

### **Mail**

Please contact reception for any postal needs on **EXT 0**

### **Maps & Tourist Leaflets**

A Carlow Town Map and Tourist leaflet can be requested from Reception. Full tourist information can be found on [www.carlowtourism.ie](http://www.carlowtourism.ie) and is a great source for exploring our beautiful county.

### **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 at a charge of 0.10c per page, please contact **Ext 0** for more information.

### **Refrigerator**

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

### **Room Service [HYPERLINK ROOM SERVICE MENU](#)**

Room Service is available from 7am-9.30pm ranging from a light snack to a gourmet meal. To order, please consult the Room Service Menu Dial **Ext 0** to place your order. Please note there may be a wait time for room service during peak hours. You will find a Room service Breakfast Order form and menu hanging on your bedroom door. Please complete this form before returning it and place it outside the door before 2.00am to ensure prompt service. Alternatively, you may dial Room service on **Ext 0** with your order in the morning, but please be aware that pre-orders are prioritized.

**Room Tray Charge of €5 per tray.**

# Talbot Carlow



## Shopping

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

## Smoking Facilities

A Smoking area is available on the Ground floor of the Hotel adjacent to our Carpark. A Cigarette Vending Machine is located in Corries Bar and Bistro, with Tokens available at the bar. All of our Guest Bedrooms are Non Smoking Bedrooms. **Please note that if you smoke in one of our Non Smoking Bedrooms a €150.00 charge will be added to your bill to cover the cost of cleaning.**

## Taxi

Should you require a Taxi, Please use our Courtesy Phone at Reception or Dial **Ext 0** for Reception.

## Telephone

Local Calls—For Local Calls dial 9+ Phone Number

For Local Calls onto Mobile Phones, Dial 9+ Phone Number

International Calls— for International calls, dial 9+ Country Code and Phone Number.

Room to Room Calls— For Room to Room Calls dial the Room Number you require.

**Please note all outgoing calls will be charged accordingly.**

## Wake Up Calls

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

## TV Guide

1. RTE 1
2. RTE 2
3. TV3
4. TG4
5. BBC1
6. UTV
7. Sky Sport
8. CITV
9. Radio
10. Childrens Movie





**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 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 exits and report the situation to the Fire Warden at the Assembly.

**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 near the floor where fresh air will be found. If possible, put 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.**

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.