

# TALBOT HOTEL

C A R L O W

Dear Valued Guest,

On behalf of the Management and Team here in Talbot Hotel Carlow, we offer you a very warm welcome to the Hotel and to Carlow.

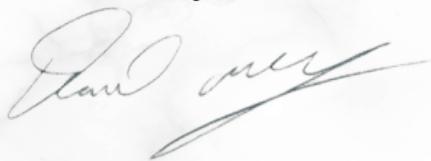
We have prepared the following information on some of our services available to you throughout your stay. However, our expertise is not limited to this directory so please do not hesitate to contact any member of our team if you have any questions, it will be our pleasure to assist you in every way possible should you require.

As part of our dedication to consistently improving our guests' experience, you will receive via email a Post Stay questionnaire. Your point of view is extremely important and all the feedback regarding your stay will be reviewed to allow us to improve the guest experience in the Talbot Hotel Carlow. Thank you in advance for taking the time to complete this survey.

At every opportunity our ethos is to create exactly what our guests require. Whether it be a Wedding, Private Event, Corporate Conference Activity, or simply a Leisurely Break with Family and Friends, we take pride in exceeding our guests' expectations!

Thank you again for choosing Talbot Hotel Carlow!

Warm Regards,



Daniel McCarthy  
General Manager

## SAFETY & SECURITY

### Dial '0' for the Hotel Operator

Throughout the Hotel corridors 'Break Glass' alarm activation units are located to sound the alarm. When the alarm sounds, the elevators will return immediately to the Lobby level and remain there until the alarm is cleared. A fire evacuation diagram is provided on the back of your guest room door.

On arrival, all guests are urged to become familiar with the location of the fire exits, 'Break Glass' units and fire extinguishers.

An alarm test takes place on Monday Mornings at 11.00am where the alarm will sound for 10 seconds this is a test an evacuation is not necessary.

### Once In Your Room We Recommend That You

1. Become familiar with the walkways leading to and from your room.
2. Choose a wall and as you walk to each exit, count the doors along that wall between the exit and your room. This helps you remember the distance and location of exits and may help you to find an exit when it is dark or smoky.
3. Locate the nearest fire extinguishers and 'Break Glass' unit to your room.
4. Inspect your room and know how to open and close the windows.
5. Keep your room key with you.

### If You Discover a Fire

If you discover a fire, smoke or unusual heat, please remain calm and dial 0 for the Hotel Reception to report what you have seen.

### To Evacuate

1. Keep a wet cloth over your nose and mouth.
2. When you leave your room, take your room key with you.
3. Close all windows and doors as you leave the area.
4. Close the bedroom door behind you to help prevent the fire from spreading.
5. If there is smoke or it is dark, remain calm and proceed to the nearest fire exit, following the illuminated exit signs.
6. Hotel Personnel will direct you to the emergency assembly point to the front of the Hotel

## ENVIRONMENTAL AWARENESS

As part of our commitment to the environment, we need your effort and support to help us achieve our goals & targets.

The following are some minor items that you could do for us during your stay to help us be more energy efficient at Talbot Hotel Carlow.

- If you would like to re-use your towels, leave them on the towel rails. If you would like fresh towels, leave them in the bath.
- Turn off all lights when leaving the room.
- Turn off the TV when leaving the room and any appliances you may have, including plugging out chargers that are not in use.
- Avoid unnecessary use of water.
- Leave any recyclable items beside the general waste bin and we will dispose of them correctly.
- Hydration stations on each floor for your convenience.

# GUEST DIRECTORY OF SERVICES

## **Accommodation Services**

You will find additional blankets and pillows in your wardrobe, should you require these. Bathroom Amenities can be purchased in the Vending Machines on each floor.

## **Airports**

Dublin International Airport is 1 hour from Talbot Hotel Carlow. Transfers are available with JJ Kavanagh bus service; please ask the reception for the timetable and for booking assistance. For live flight information, Security information and airport facilities please visit your airports website.

## **Boarding Passes / Printing**

Should you require a board pass printed please contact reception. We also have a printing facility available to guests who require it, at a minimal charge.

## **Baby Cots**

Baby cots are provided for children under the age of three years of age at no extra cost, should you require a baby cot please contact the reception.

## **Banking Facilities**

All national banks can be found in Carlow. The nearest ATM machine is located in Dunnes Stores – a short walk across the road at The Dome.

## **Conference & Banqueting Services**

Talbot Hotel Carlow offers extensive conference facilities with a selection of 6 beautifully appointed meeting and event rooms varying in sizes that can accommodate up to 400 guests. Arrangements can be made for meetings, conferences, luncheons, dinners, and special events. A Hotel sales representative would be happy to assist you with any inquiries. Outside of office hours, please contact the manager on duty via Reception.

## **Check Out Time**

Check out time is at 12.00pm. Late check outs may be requested at the reception. This service is subject to availability and costs €25.00. Guests that check out after 3.00 pm will be charged for the following night.

## **Chemist / Pharmacy**

Kevin Kellys Pharmacy is located in the Barrow Valley Business Park, behind the Dome. Opening Hours:  
Monday to Friday 9.00am - 6.00pm  
Saturday 10.00am - 5.00pm

## **Credit / Debit Cards**

Credit cards are widely accepted throughout the hotel. For your convenience it is advised that you open your account at the reception simply by leaving your credit card details for pre-authorisation, to allow you to charge Food & Beverage to your room during your stay. We regret that Debit Cards cannot be accepted at check in for pre-authorisation. You are welcome to check your account at any time during your stay. The Hotel accepts the following credit cards: American Express, Visa and MasterCard.

## **Doctor**

Care Doc offers a Doctor on Call service, reachable by dialing (059) 913 8100.  
Opening Hours:  
Monday to Friday 6.00pm - 9.00am  
Saturday & Sunday 24 Hour Service

**Do Not Disturb**

If you do not want to be disturbed by the telephone, please dial "0" and advise Reception. Calls will be diverted, and messages taken. Also, please place the "Do Not Disturb" sign outside your door.

**Dry Cleaning and Laundry**

A same-day laundry and dry-cleaning service is available Monday to Friday. Garments received by 9.15am will be returned by 5.30 pm the same day. Please place all garments and laundry slips in one of the laundry bags provided and leave at reception for collection. No laundry or dry-cleaning service is provided on Saturdays & Sundays or Public Holidays.

**First Aid**

A first aid kit is available at Reception. A Hotel first aider is always on duty. Please contact reception should you require immediate assistance. The Hotel also has a Defibrillator on site.

**Hairdryers**

Hairdryers are available in all guestrooms located in the wardrobe.

**Internet Access**

For your convenience the Hotel offers wireless internet access throughout the hotel on a complimentary basis. No password is required. Should you require further assistance, please contact reception.

**Lost and Found**

In the event, that you misplace a personal article, please contact Reception who centralise all lost property for the hotel.

**Late Checkout / Luggage Room**

Late checkouts are offered subject to availability. A charge of €25.00 applies. If you require assistance with your bags, please contact Reception and we can arrange this for you.

**Temperature Control**

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

**Voltage**

All electric sockets are 220 volts A.C, except those specifically marked 110v. A converter is required for 110v and 115v appliances. Adaptors are available to purchase in the vending machine on the 1st floor.

**Dress Code**

In all areas of the Hotel, 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, if you are dining in Public Areas for Lunch & Dinner, we require you to 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.

**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.

**Smoking Policy**

Smoking is only permitted in the designated smoking area located at the main entrance to the hotel. Smoking is not permitted in any Public Areas, Bedrooms or Event Rooms - a €300.00 charge will be taken from the card on file should you smoke in these areas.

### **Television & Chromecast**

Your room features a Smart TV which is equipped with a Chromecast to allow you to login to your personal streaming devices, such as Netflix or Amazon Prime. You can also watch a number of national channels such as RTÉ, Virgin Media and a number of UK Channels.

### **Late Night Access**

For our Guests' and Staffs' safety, our Hotel is locked from 11.00pm to 7.00am. To gain access to the Hotel, you can press the doorbell and our Nights Team will confirm your Name & Room Number. Please note only guests who are on our In House List will be allowed into the Hotel.

### **Taxis**

You can scan the QR code at reception to book a taxi.

### **Leisure Facilities**

Access to the Talbot Fitness Leisure Club is from -1. Facilities include an 20M Swimming Pool, Jacuzzi, Sauna, Steam Room, and Full Aerobic and Weight Gym available free of charge to all residents. Opening Hours:

Monday - Friday 6:00am - 9.00pm

Saturday & Sunday 7.00am - 8.00pm

Bank Holidays 7.00am - 8.00pm

Children under the age of sixteen are welcome between the hours of 9.00am - 6.00pm. Please note Children under the age of sixteen years must be supervised by an adult at all times when in the pool by an adult also using the pool, also they are not permitted to use the gym, sauna or steam room.

## **DINING DURING YOUR STAY**

### **Breakfast**

Breakfast is served in An Bhearú Bar & Bistro from 7am to 10am, and 10.30am on weekends and Bank Holiday Mondays. Breakfast is offered Buffet Style, and there is a selection of Fruit, Yoghurts, Cereals, Breads, and Hot Items. Should you wish to avail of Breakfast in Bed, please complete the Room Service Breakfast Menu hanging on your door and leave it hanging outside your door by 2.00am.

### **An Bhearú Bistro**

In line with Irish Law, under 16's are welcome in Public Areas until 10.00pm.

### ***Lunch & Carvery***

Monday - Friday: 12.00pm - 2.30pm

Sunday: 12.00pm - 4.00pm

### ***Brunch***

Monday - Friday: 10.00am - 12.00pm

Saturday: 10.30am - 2.30pm

### ***Evening Menu***

Monday - Friday: 3.00pm - 9.00pm

Saturday: 12.00pm - 9.00pm

Sunday: 4.30pm - 9.15pm

### **Room Service**

We offer Room Service between 3.00pm and 9.00pm with last orders at 9.00pm. You will see our Room Service Menu in this folder. Please note a Room Service Charge of €7.50 applies.

### **Night Owl Menu**

We offer a selection of Pizzas from 11.00pm. You will see our Night Owl Menu in this folder. Please note a Room Service Charge of €7.50 applies if your order is not collected in Reception.

## THINGS TO DO DURING YOUR STAY

### Shopping

Fairgreen Shopping Centre	4km
Macdonagh Junction Shopping Centre	40km
Kyle Centre Portlaoise	45km
White Water Shopping Centre	45km
Newbridge Silverware	41km
Kildare Village	81km
City Square Shopping Centre	

### Walks, Trails & Hikes

Milford Mill Walk	2km
Oak Park	10km
Clashganny Forest	33km
Borris Viaduct	40km
Brandon Hill Loop	40km
Saint Mullins	30km
Kilbrannish Forest	

### Gardens

Hardymount Gardens	25km
Kilgraney House	2km
Delta Sensory Gardens	23km
Burtown House	32km
Borris House	26km
Altamount Gardens	12km
Duckett's Grove	

### Heritage Sites

St. Mullins Heritage Site	46km
St. Laserian's Cathedral	18km
Cloch - a - Phoill	20km
Brownhill Dolmen	6km
Carlow Castle	2km
Clonmore Castle	29km
Black Castle	15km

### **Golfing**

Carlow Golf Club	4km
Bagenalstown Pitch & Putt Course	19km
Borris Golf Club	34km
Mount Wolseley Gold Resort	19km
Bunclody Golf & Fishing Club	35km
Quinagh House Par 3	5km
Kilkea Castle Golf Club	14km

### **Museums & Galleries**

Carlow Military Museum	2km
Carlow County Museum	4km
Tullow Museum	18km
The Lacy Gallery	23km
The Visual Centre	3km
Medieval Mile Museum	41km
Butler Gallery	41km

### **Breweries & Distilleries**

Carlow Brewing Company	21km
Smithwicks Experience	42km
Walsh Whiskey Distillery	5km

## **FAMILY FRIENDLY ACTIVITIES**

### **Talbot Tiger Kids Klub**

Our complimentary kids club is available to residents every Saturday from 6.30 pm - 9.00 pm. During the Midterm Break & and Summer Holidays, this will operate every day. Please note a parent must accompany the child on the walk to The Dome for Health & Safety reasons.

### **The Dome Family Entertainment Centre**

Featuring Congo Quest Soft Play, Bowling, Laser Zone, Sports Simulator, and an Arcade; The Dome has something to suit the whole family! Open from 9.30 am to 9.00 pm daily.

### **Adventure Parks**

Castlecomer Discovery Park	21km
Nore Valley Park	40km
Lullymore Discovery & Heritage Park	70km