



WELCOME

GUEST DIRECTORY



KILKENNY ORMONDE
HOTEL

LEISURE CLUB & KO SPA

ACCOMMODATION SERVICES DIAL O#

In addition to our daily service, we will gladly provide you with extra towels, pillows and blankets. Items such as irons, fans and cots are available on request.

In addition to this some toiletries are also available in the vending machines – toothpaste, toothbrush, shaving kits. If you require any additional toiletries please contact reception.

ADAPTORS/TRANSFORMERS DIAL O#

The normal electric current in Ireland is 220 volts. The use of a voltage transformer is required for 110 and 115 volt appliances. When using an adaptor please ensure that your appliance is compatible with 240 volts. Adaptors are available to purchase from a vending machine on the 1st floor at a cost of €6.



AFTERNOON TEA DIAL O#

Served daily 2.30pm - 4.30pm in the light filled and spacious Castle Lounge. Afternoon Tea €24.50 per person Add a glass of Bubbly for €29.50 per person. Pre-booking is essential.

BAR DIAL O#

HOBAN Bar and Brasserie is located on the ground floor. Choose a cocktail from the Cocktail Menu or enjoy the wide choice of drinks on offer, the lively atmosphere and attentive service. Brasserie food is served daily. Live music at the weekend and midweek during July and August.

BREAKFAST DIAL O#

Served daily in Savour Restaurant - it can be very busy and there may be a waiting time for tables. For times see "Restaurant".

Breakfast menu cards for Room Service are located in your guestroom. If you wish to order room service breakfast, please place the completed card on the outside door handle before 4am. A €6 per person charge applies.

BUS/TRAIN DIAL O#

For bus and train timetables and information please contact reception.

CARBON FOOTPRINT

Consider your carbon footprint. Please switch off your lights when you leave your room.

CAR PARKING

The hotel has a special rate at the Ormonde Street Car Park directly opposite the hotel on Ormonde Street. Just hand in your ticket at the Hotel Reception desk for payment & validation.

CHECK OUT TIME DIAL O#

Check Out time is 12 Noon unless prior arrangements have been made with reception. A late check out facility may be available. Charges apply. Please enquire at Reception

CHURCH SERVICES DIAL O#

Churches of all denominations are within easy reach of the hotel. Please contact reception for details or directions and times of services.

CIGARETTES

Cigarettes can be purchased from the vending machine on the ground floor. The machine is operated with a token system. Please ask at Reception or Bar for tokens.

CONCIERGE DIAL O#

Our Reception Staff will be happy to assist you with sightseeing and travel arrangements, hotel reservations and general enquiries about the facilities on offer in Kilkenny City, our hotel and the surrounding areas.

DINNER DIAL O#

Served in HOBAN nightly. Reservations are necessary for dinner.

See "Restaurant"

DOCTOR / DENTIST / FIRST AID DIAL O#

For medical care or in the event of an emergency, please contact Reception.

DRY CLEANING

The hotel offers a same day dry cleaning service Monday to Friday. This service is not available on Bank Holidays or at weekends. Laundry bags and lists are provided in your room. Please fill out the laundry list and place it with the garments in the laundry bag provided. Please leave your laundry at reception before 9am and it will be returned to your room after 6.30pm on the same day.

EMERGENCY EXITS

We ask you to kindly note the emergency escape routes, fire fighting escape stairs and wheelchair refuge locations detailed on the fire evacuation plan on the back of your bedroom door.

EXPRESS CHECK-OUT

Please contact Reception for details of our express check-out service before 10.30pm and we will ensure that your bill is delivered to your room before 11pm for your convenience.

FIRE

If the fire alarm rings continuously, please follow the fire evacuation route on the back of your bedroom door. For those with impaired hearing or who are disabled in any way, please inform Reception so that you receive immediate assistance in the event of an emergency.

For your additional safety, please read the fire precaution notice in your bedroom and familiarise yourself with the fire alarm locations and exit routes. In the event of a fire, please remember not to use the lifts and to close all doors behind you. The fire assembly point is located at Kafe Katz on Ormonde Street.

FLORIST DIAL O#

We would be delighted to provide you with assistance and recommendations for the ordering of flower arrangements or bouquets.



GOLF DIAL O#

The following local Golf Courses offer special rates for City Hotel guests, subject to availability. Please contact Reception if you wish to reserve tee times.

- Kilkenny Golf Club, Glendine 056 7765400
- Castlecomer Golf Club 056 4441139
- Poccocke Golf Course, Johnswell Rd 056 7751666
- Gowran Park Golf Club 056 7726699
- Mount Juliet Hotel, Thomastown 056 7773000
- New Park Golf Driving Range 056 7752205
- Callan Golf Club 056 7725136

HAIRDRESSING DIAL O#

Hairdressing salons and barbers located nearby. We would be delighted to make an appointment on your behalf.

HAIRDRYER

The hairdryer is located in the drawer of the desk in your room.

INTERNET ACCESS

WiFi is available free of charge throughout the hotel. No log in required - just join Ormonde Guest WiFi



KO SPA DIAL 207#

Enjoy luxury and sheer bliss in restful treatments rooms at KO Spa. Indulge in relaxed 'me time' with face and body treatments in the calm oasis that is our KO Spa. Offering a range of treatments from the award winning Irish range, VOYA organic beauty from the sea. Check out our special spa promotions! Dial 207 # for more information or to book a treatment. Open Tuesday to Sunday 10am till 6pm.

LEISURE CLUB DIAL 201# / 207#

The Ormonde Leisure Club is located on the lower ground floor with 21m swimming pool, gymnasium, jacuzzi, sauna and steam room. Lockers are available for all guests for a refundable deposit. Swimming caps must be worn at all times.

Swimming caps can be purchased from the leisure club for €3.25 each. There is a range of swimwear available for sale at Leisure Club Reception.

Opening Hours:

Monday to Friday 6.30am - 9pm and 8am to 8 pm on Saturday and Sunday.

Children's Leisure Centre Hours:

Children Under 16 years must be accompanied by an adult at all times. Children's Hours are at the Leisure Club are 9am - 7pm seven days a week.

LOST AND FOUND DIAL O#

Enquiries regarding lost property should be made to Reception who will contact the Lost Property Department and make every effort to assist you in their safe return.

LUGGAGE DIAL O#

If you would like to store your luggage, please contact reception.

LUNCH

Daytime dining daily in the Castle Lounge from 9am till 5.30pm. No reservation required. See "Restaurant"

MAIL/POST DIAL O#

Post may be left at reception for onward delivery. Postal stamps are available on request and a charge applies.

MANAGER ON DUTY DIAL O#

To contact the Manager on Duty please telephone Reception.

MESSAGES

Any messages or packages received will be delivered directly to your room.

NIGHT BAR MENU DIAL O#

There is a 24 hour Room Service Menu. Scan the QR code by the mirror in your room to view all menus. Dial Reception to place an order.



RESTAURANTS DIAL O#

Breakfast:

It can be very busy and there may be a waiting time for tables.

7am - 10am Monday to Friday

8am - 10.30am Saturday, Sunday,
Bank Holiday Mondays

Castle Lounge: The Meeting Place

Open from 9.00am daily serving light snacks

Afternoon Tea €24.50 per person or €29.50 including a glass of bubbly. Pre-booking essential.

HOBAN BAR & BRASSERIE:

Bar Service: weekdays from 4pm weekends from 1pm

Brasserie Service Daily from 5.30pm - 8.30pm

SUMMER SPECIALS

Family Dining Deal €60 for 2 adults and 2 children 2 courses + Tea or Coffee €8 for each additional child. Available From 5.30pm to 7.30pm



PICNICS DIAL O#

Grab and Go brown Bag Lunch

Sandwich of Choice, (White or Brown Bread,) Yogurt, Piece of Fruit, Bag of Crisps, Bottle of Water. €10 per person

The Hike

Beer Sour Dough Bap with Choice of Filling, Mini Caesar Salad, Bag of Crisps, Seasonal Fruit with Fresh Cream, Slice of Home Made Cake or Barn Brack, Mineral Water or Soft Drink. €18 per person

The Park

Focaccia with Choice of Filling, Beer Sour Dough Bap with Ham Cheese and Ballymalloe Relish, Mini Prawn Cocktail, Bag of Crisps, Strawberries and Cream, Slice of Home Made Cake or Barn Brack, Irish Farm House Cheese and Crackers, Mineral Water or Soft Drink, Chef's Treats €25 per person.

For Our Younger Guests

Ham and/or Cheese on Brown or White, Yogurt, Crisps, Mini Danish Pastry, Ribena, Chocolate & Salted Carmel Rice Krispie Cookie €10

RESIDENTS BAR

Located in HOBAN or Castle Lounge until 2am

ROOM TO ROOM CALLS

For room to room calls dial directly by keying 2 followed by the room number and #.

ROOM SERVICE DIAL 0#

There is full 24 hour Room Service. To view the Menu, scan the QR code by the mirror in your room. There is an additional charge of €6 per tray for room service. Breakfast order form is located in your room.

SAFETY DEPOSIT DIAL 0#

Valuables should not be left unattended in your room. Please use the safe provided in your room or contact Reception to avail of our Safety Deposit facilities.

SMOKING POLICY

Kilkenny Ormonde Hotel is a non smoking environment and for your comfort we have a no tolerance policy. For guests who choose to smoke in their guestrooms a charge of €150 will be added to your final bill.

SPA

See "KO Spa".

TAXI DIAL 0#

To order a taxi, please contact Reception. There is also a taxi free-phone located at Reception.

TELEVISION DIAL 0#

Press OK on your remote control to view all available TV Channels. If for any reason, your TV is not working properly please contact Reception.

TELEPHONE DIAL 0#

All guest rooms are equipped with a direct dial telephone.



TELEPHONE OPERATORS (DIAL 9 FOR AN OUTSIDE LINE)

AT&T Operator 1800 550 000

International Operator 11818

MCI / World Phone Operator 1800 551001

Sprint Operator 1800 552001

INTERNATIONAL DIALLING CODES

Dial 9 for an outside line, followed by 00, followed by the country code followed by the number:

Country Code

America 1
Australia 61
Austria 43
Belgium 32
Canada 1
Denmark 45
Finland 358
France 33
Germany 49
Greece 30
Hong Kong 852
Iceland 354
Israel 972
Italy 39
Japan 81
Netherlands 31
New Zealand 64
Norway 47
Portugal 351
South Africa 27
Spain 34
Sweden 46
Switzerland 41

TOURIST INFORMATION DIAL 0#

The Tourist Information Office is located on High Street - 056 7751500.

Please contact Reception for details of local visitor attractions, tours and excursions and information on services in the city and county. Visitor guides and city maps are available at the front desk.

For interest browse visitkilkenny.ie

TURN DOWNS DIAL 0#

Please contact Reception for details if you wish for your room to be turned down during your stay.

UMBRELLAS DIAL 0#

If you need an umbrella, please just ask at Reception.

WAKE UP CALLS DIAL 0#

Wake Up Calls can be scheduled by contacting Reception.

Ormonde Street, Kilkenny, Ireland

T: +353 56 7750200 E: info@kilkennyormonde.com
[.kilkennyormonde.com](http://kilkennyormonde.com)



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