

# MOUNT JULIET ESTATE



## GUEST DIRECTORY - ENGLISH

### **Adaptors:**

Voltage in Ireland is 220v-240v=50Hz.

Multiple travel adapters for different electrical fittings are available to purchase at reception. Mount Juliet Estate cannot accept responsibility or liability for any damage their use may cause. For assistance, please contact reception.

### **Airline Information:**

Daily flight arrivals and departure information are available at reception.

Shannon Airport – [www.shannonairport.ie](http://www.shannonairport.ie)

Dublin and Cork Airports – [www.daa.ie](http://www.daa.ie)

### **Airport Transportation:**

Our reception team will be happy to help you book chauffeur-driven limousines, car rentals or taxi services.

### **Baby Sitting Service:**

Though Mount Juliet Estate doesn't provide a direct babysitting service, we can arrange a babysitter on your behalf. Please contact Reception before noon and at least 3 hours in advance to make arrangements for a babysitter.

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The babysitter will be known to the hotel and, in some cases, may be one of our employees. However, if one of our staff, while babysitting, he/she is off duty and the services provided are outside the scope of his/her normal employment at the hotel. Therefore as such, in relation to the baby-sitting service, the is simply acting as the babysitter's agent in respect to arranging and collecting charges for the babysitting services provided. We would be pleased to arrange for you to meet the babysitter prior to engagement, as the Hotel does not warrant the skills of the babysitter and, therefore, the selection is entirely at the guest's own discretion. Accordingly, as the babysitting service does not form part of the contract between the Hotel and its guests for lodging. The Hotel does not accept any responsibilities for the acts/omissions of the babysitter and will not be responsible for any loss/damage to guests' belongings arising out of, or in any way connected with, the babysitting service.

### **Banking Services:**

There is an ATM machine located beside reception in Hunters Yard.

### **Business Centre Services:**

Printing and scanning services are available via Reception.

### **Check-Out Time:**

Check-out time is noon. Please contact Reception if your departure is delayed. Delayed check-out – between noon and 6 pm – will be charged as half a day, and departure after 6 pm will be charged as a full day. However, if you wish to vacate your room we can look after your baggage until your actual departure.

### **Chemist/Drug Store:**

There are three pharmacies located in Thomastown.

- Healy's Pharmacy – 00353 56 772 4216
- Kissanes Pharmacy – 00353 56 772 4000
- Mulligans Pharmacy – 00353 56 779 3000

Please contact Reception for more details.

### **Children:**

Please note – Due to the nature of the Estate, parents must supervise their children at all times. Areas such as, but not restricted to, the River Nore, the Lakes, Rose Garden, Lily Pond and Mount Juliet House Lily Pond are areas for particular additional attention and caution. Children must be supervised, at all times, by a responsible adult. Mount Juliet Estate accepts no responsibility or liability for any injury or accident which may occur.

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### **Church Services:**

Details are available at the Reception.

Church of Ireland – St Canice’s Cathedral Kilkenny

Roman Catholic – Church of the Assumption Thomastown

### **Concierge Services:**

For general information, such as mail, messages, restaurant reservations, car rental, and travel arrangements, please contact the Reception.

### **Courier Services:**

Local and International courier services can be arranged; please contact Reception.

### **Credit Cards:**

We accept all major credit cards, i.e. Visa, American Express, Diners Club and MasterCard. Full details can be obtained from Reception.

### **Dietary Restrictions:**

We are happy to accommodate any special dietary needs. Please inform us at the time of booking and we can include special requirements on your booking. Please, also let your server know of any allergies or special dietary needs when in the restaurants or when ordering room service.

### **Do Not Disturb:**

For privacy, please place the ‘Do not disturb’ card on the outside of your door. If you do not wish to receive telephone calls, please inform the Telephone Operator. Please remember to remove the Do Not Disturb card, should you require Housekeeping service. Also, please remember to cancel the Telephone ‘privacy’ with the operator, when you wish to resume accepting calls. Please note that once the Do Not Disturb card is displayed, Housekeeping will not enter or service your room. Please note also that it is our policy, in the interests of safety and security, to contact ALL ‘Do not disturb’ rooms which have been on ‘Do Not Disturb’ all day, by 7 pm on the same day, to ensure all is in order.

### **Doctor/Dentist:**

If a doctor or medical assistant is required, please contact Reception. CareDoc is an out-of-hours family doctor service for patients who have urgent medical issues.

Open 6 pm to 9 am, Weekends and Holidays. – 0818 300 365

### **Dog Kennels:**

We are unable to accept pets, with the exception of service dogs. Conveniently located across the road is Ann’s Boarding Kennels and Day Care. For more information contact reception.

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### **Door Locks:**

For added security, please apply the double locking devices available on the inside of your door. Upon leaving your room, please be sure your door is closed and locked.

### **Dress Code:**

A smart casual dress code is required when visiting the various lounges and The Lady Helen Dining Room in Manor House.

### **Drinking Water:**

Tap water in Ireland is safe to drink. Mineral water is provided, in the guestrooms, with our compliments.

### **Electrical Current/Power Supply:**

Voltage in Ireland is 220v-240v=50Hz and available in all guestrooms. Transformers are provided, however, Mount Juliet Estate cannot accept responsibility or liability for any damage their use may cause. For assistance, please contact reception 1100.

### **Emergency:**

Should you require assistance, please press 0 for immediate assistance. Familiarise yourself with the emergency exits on your floor. There is a FIRE SAFETY card for your reference.

For your convenience, there is a floor plan indicating the emergency exits mounted on or near the entrance door to your room. In the event of an emergency, please proceed calmly to the nearest emergency exit. The Emergency Information Mode within the property is the Fire Alarm.

### **Emergency Fire Procedures:**

Advise Reception immediately.

In the event of a fire in the building, please remain calm.

Locate your room key and take it with you.

Locate all available exits marked on the floor plan, which is mounted on or near the entrance door to your room or suite.

Check the entrance door for heat before opening it. Do not open the door if any part is warm or hot.

Proceed to the nearest available exit/stairway and continue to leave the building.

Proceed immediately to the Fire Assembly Point.

If you cannot reach the exit stairway safely, return to your room and call the operator immediately.

Wait for assistance to arrive.



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### Flowers:

Please contact Reception or see the below florists:  
Petals and Blooms – Thomastown – (056) 779 3309  
Lamber de Bie – Kilkenny – (056) 777 0161

### Gifts:

Our Gift Vouchers are available for purchase online or at reception.  
For a selection of gifts and sundry items, please visit the Golf Shop located in the Clubhouse.

### Guest Bedroom Supplies:

We are delighted to provide a wide range of guest supplies for your personal use during your stay. If you would like to purchase a new item prior to your departure, please contact Reception, who will arrange delivery to your room and post the charge to your account.

Should you prefer to take the article from your room, please advise Reception, and we will be happy to post the appropriate charges to your account or credit card on or after your departure.

### Housekeeping:

Extra pillows, iron and ironing board, bedboard, blankets, and additional room amenities are available; please contact Reception.

### Ice Supply:

Please contact room service for ice.

### Internet Access:

To connect to the Manor House Wi-Fi, select the Guests@Manor\_House network on your device.  
To connect to Hunter's Yard Wi-Fi, select the Guests@Hunters\_Hotel network.  
No password is required to use the Wi-Fi.

### Keys:

Please safeguard your room key. Do not give your key to others. If your key is lost or misplaced, please contact Reception immediately so that a new key can be provided for you.

### Laundry/Dry Cleaning:

For Dry Cleaning and Laundry services, please ensure you fill in the laundry sheet provided and drop it at reception before 9 am.

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### Licensing:

Mount Juliet Estate is licensed in accordance with Ireland's Licensing Laws and, as such, adheres to all relevant guidelines, particularly in relation to children and minors.

### Lost Property:

Please contact Reception to report lost property.

### Luggage service:

For baggage collection and storage, please contact reception.

### Maid Service:

Please contact Reception.

### Mail/Postal service:

Please contact Reception.

### Manager on duty:

The Manager on Duty will be happy to assist you at any time, please contact Reception

### Newspaper:

A selection of Irish and international newspapers is available through the app PressReader.

<http://bit.ly/3XupEhC>

If you would like to order a hard copy of a national newspaper, please contact reception.

### Opening of guestroom doors:

Please use the viewer to identify visitors prior to opening your door.

### Play Area:

The Children's play area is situated between Hunter's Yard and the Rose Garden Lodges. The facility is offered with our compliments for the use of all children of Hotel patrons. Children must be supervised, at all times, by a responsible adult; Mount Juliet Estate accepts no responsibility or liability for any injury or accident which may occur.

### Radio Stations:

Please refer to the channel guide on the TV screen in your room.

### Safe - Guest Rooms:

A safe is available in your room. Please note that the Hotel's liability is strictly limited to that stated in the Hotel Proprietors Act 1963. Please remember to empty your safe and leave it open on your departure.

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### Security:

Mount Juliet Estate is patrolled 24 hours by our Security staff. For your security and privacy, guests are advised to secure the double lock feature of their guest room door.

### Shavers:

Shaving kits are available at Reception.

### Smoke detectors and sprinklers:

Smoke detectors are installed in each room for guest safety, sprinklers are also fitted in certain areas of the property. In the event of a fire, please evacuate the room immediately. In the case of a false alarm, please contact Reception to have the smoke detector reset.

### Smoking:

We are pleased to advise that Mount Juliet Estate, in compliance with legislation, is smoke-free. If a guest smokes in a room a fine of €250 will be applied to the guest's bill.

### Taxi Service:

Taxis may be booked via Reception. Please note that as the taxi will be arriving from Thomastown or further, they are subject to availability. Please allow a minimum of 45 minutes for the taxi to arrive for collection.

### Tea / Coffee Facilities:

All guestrooms in Mount Juliet Estate are equipped with tea and coffee-making facilities.

To use your Nespresso Machine:

Fill the water tank to the rear of the machine with cold water.

Plug the machine into the socket and turn on the power supply.

Select your preferred coffee capsule.

Lift the lever on the machine, place the capsule in the dedicated slot and pull the lever down fully.

Select your preferred style of coffee drink from the machine's menu and enjoy. All guestrooms in Mount Juliet Estate are equipped with tea and coffee-making facilities.

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### **Tours / Travel / Sightseeing:**

Please contact Reception.

### **Telephone:**

For an external phone line, please dial '9' followed by the telephone number. For overseas calls, dial '9' followed by the country code and telephone number you require.

To call reception, please dial '0'.

In Manor House, to call reception, please dial '0'.

To call another guest's room, In Hunter's Yard, dial '5' followed by the room number. In Manor House, dial '55' followed by the room number you require.

### **Wake-up Call:**

Please contact Reception to arrange your wake-up call.

### **Wheelchair:**

For special assistance, wheelchairs can be made available via Reception.

### **Swimming Pool:**

Slip beneath the surface and clear your head in Mount Juliet's beautiful 15-metre swimming pool. Housed in a stylish pool house, you'll find a tranquil and refreshing place to swim and relax.

#### *Swimming Pool Opening Hours*

Monday – Friday: 7.00 am – 9:00 pm

Saturday, Sunday and Bank Holidays: 8.00 am – 9:00 pm

Children are welcome to swim in the pool, with family hours strictly from 9 am – 6 pm daily.

To book, please contact reception. Please note that swimming caps are required and can be purchased at the health club.

### **Room Service:**

The Room Service Menus are available on your TV screen under the Dining category. To place an order, please call reception.