



BALLYGARRY

ESTATE HOTEL SPA

# Guest Directory



EST.  1958





# BALLYGARRY

ESTATE HOTEL SPA

## Welcome to Ballygarry Estate...

During your stay with us, if I or any member of staff can be of any assistance to you, please do not hesitate to contact us. It is through our ongoing efforts and your valued opinion, that we will make this a genuine experience of Irish Hospitality.

Thank you for choosing  
Ballygarry Estate Hotel & Spa,  
I wish you a very relaxing stay with us.

Yours Sincerely,  
Padraig McGillicuddy

Proprietor



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# BALLYGARRY

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## Guest Services: A-Z

### Accommodation Services

In addition to our daily service and for your added comfort we will gladly provide you with extra towels, pillows, blankets and toiletries.

### Airline Services

For flight information, bookings or confirmation please phone the airline of your choice.

Aer Lingus	01 886 8505	<a href="http://www.aerlingus.com">www.aerlingus.com</a>
Ryanair	0818 210210	<a href="http://www.ryanair.com">www.ryanair.com</a>
Air Canada	1800 709900	<a href="http://www.aircanada.com">www.aircanada.com</a>
Air France	01 6050383	<a href="http://www.airfrance.com">www.airfrance.com</a>
British Airways	1890626747	<a href="http://www.britishairways.com">www.britishairways.com</a>
Delta	1800 768080	<a href="http://www.delta.com">www.delta.com</a>
Lufthansa	01 8445544	<a href="http://www.lufthansa.com">www.lufthansa.com</a>
KLM	01 6636900	<a href="http://www.klm.com">www.klm.com</a>
United Airlines	01 8191760	<a href="http://www.united.com">www.united.com</a>
American Airlines	016020550	<a href="http://www.americanairlines.com">www.americanairlines.com</a>



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## Bar

Owen Mac's bar is open from 10am daily serving morning coffee. The Brasserie is open from 12.30pm offering menus for lunch, afternoon and evening dining.

## Baby-Sitting Services

A baby sitter can be arranged to care for your children. Please give as much advance notice as possible. Payment should be made directly to the babysitter.

## Banking

There are several banks in the centre of town. Hours of business are Monday to Friday 9.30am – 4.00pm. There is an ATM 1 km from the hotel.

## Banqueting

For information on banqueting and Private Dining facilities at Ballygarry Estate please contact a member of our management team who will be happy to assist you.

## Bicycles

Please contact reception for complimentary bicycle hire and suggested cycle routes. Helmets are also available on request.



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## Car Hire

Avis	021 428 1120	<a href="http://www.avis.ie">www.avis.ie</a>
Budget	064 6634341	<a href="http://www.budget.ie">www.budget.ie</a>
Hertz	066 9764733	<a href="http://www.hertz.ie">www.hertz.ie</a>

## Checkout Time

The checkout time is 11:30am. Should you wish to extend this time, please contact reception.

## Children

Children are most welcome in Ballygarry Estate, as every effort is made to maintain a tranquil environment for all our guests; we respectfully request that they behave in an appropriate manner. Due to Government legislation, children under the age of 18 years are not permitted in the bar areas of the hotel after 9pm. Your co-operation is most appreciated.

## Chemist/Drug Store

There is a pharmacy located 1 km from the hotel, Sam McAuleys. For after hours service please ask reception.



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## Church Services

### Roman Catholic

St. John's, Castle Street

Weekdays 8.30am & 10am, Sat 7.00pm,

Sun 9am, 10.30am & 12 noon

Holy Cross Dominican

Weekdays 8am & 1pm, Sat 7.30pm,

Sun 8.00am, 9.30am & 12 noon

Curraheen Church

Sat 8.00pm, Sun 11am

Immaculate Conception

Sat 7.00pm, Sun 10.00am

### Church Of Ireland

Ballyseedy

Sunday 9.45am

St. John's, Ashe Street

Sunday 10.45am

### Cots

Should you require a travel cot or child's bed in your room, please contact reception.



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## Dining at Ballygarry Estate

### Restaurant 58

Breakfast is served from 7.30am-10.30am. We ask family groups of more than four to reserve a time for breakfast.

Lunch is served from 12.30pm-2:30pm Saturday & Sunday.  
(by prior booking only)

Dinner is served from 6.30pm-8.30pm.  
(Friday & Saturday Evening's)

### Owen Mac's Bar

Morning coffee and pastries are served from 10am.

### The Brasserie

Food is served from 12.30pm-9.00pm

### In-Room Dining

Our room service menu is available from 12:30-9pm daily. From 9pm onwards, a choice of cold sandwiches are available on request. For room service breakfast, please fill out your order and hang it outside your door before 3am.



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## Doctor/Dentist Services

Should you require medical attention,  
please contact Reception or call:

Ashe Street Clinic: 066 7125611

South Doc: 1850335999

## Dry Cleaning & Laundry

The Hotel offers fast and efficient Laundry Service six days a week. Laundry bags and lists are available in your room. Please place the garments in the laundry bags provided. Fill out the laundry list and leave it on your bed. Contact Reception for details of pick-up and delivery times. For same day service laundry must be left at Reception before 9:00am. We regret to inform guests that there will be no Laundry Services provided on Sunday.



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## Environmental Policy

Please help to protect our environment by reducing energy and resources. Request to have towels replaced only as necessary. Should you require fresh towels please place used ones in the bath and your accommodation assistant will be happy to replace them for you.

## Ferry Services

For ferry information or bookings.

Irish Ferries: 0818300400

Stena Sealink: 053 9161560

Ferry from Tarbert to Killimer

For ferry departure times contact Reception  
or call 065 9053124

## Fitness Suite

The Fitness Suite is located on the ground floor adjacent to the Nádúr Spa and available to all guests free of charge. Open 24 hours, please enquire at reception for the access code. Guests are also asked to sign a safety regulation form prior to entering the fitness suite.



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## Fire

Please read the fire precautions notice in your bedroom and familiarise yourself with the exit locations. If the bell rings continuously, please follow the fire evacuation route inside the bedroom door. Please remember not to use the lift and to close all doors behind you.

## Florist

Contact reception for assistance and recommendations for ordering flower arrangements or bouquets or call:

Every Occasion Florist: 066 7126655

Flowers by Sheila: 066 7163797

## Gift Vouchers

Ballygarry Estate Hotel and Spa gift vouchers are available for that special occasion and can be purchased for all services offered within the hotel. Spa vouchers can be purchased at Nadur reception and all other vouchers are available at the hotel reception.



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## Gift Shops

A number of gift shops are located within the town centre which offer excellent value and choice. A town map is available at reception

## Golf

Please contact reception to arrange tee times on your behalf, as a guest of Ballygarry you may avail of reduced green fees for local courses at certain times of the year. Please feel free to contact the courses directly for any additional requirements.

Tralee Golf Course	066 7136379
Ballybunion	068 27146
Killarney Golf and Fishing Club	064 6631034
Beaufort	064 6644440

## Hairdresser

Please contact reception for local recommendations.



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## Hairdryer

A fixed hairdryer may be found in the Dressing table in your room. For your convenience a portable hairdryer can also be found at Reception.

## Heating System

Heating is timed in our guestrooms, to suit your personal requirements there is an in-room thermostatic control mounted on your wall. There is a small tent card to explain use of this, should you have difficulty, we would be delighted to show you in person. Please note this is for heating only, not cooling.

## Helicopter Landing

A helicopter landing facility is available for hotel residents. Please telephone in advance to receive permission and give prior notice of arrival.

## Ice

Ice is available to be brought to your room on request, please call reception if required.



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## Internet Access

Wireless internet access is available throughout the hotel. Please enquire at reception if you require use of a tablet to access the internet.

## Iron and Ironing Board

An iron, ironing board and trouser press are provided in each guestroom.

## Key

Please leave your key at reception when leaving the hotel. Should you lose your room key please inform reception immediately.

## Lost Property

Enquiries regarding lost articles should be made at reception, who will make every effort to assist you.

## Luggage

Please contact our porter for assistance with your luggage. Your luggage can be stored at reception until 6pm on the day of your departure.



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## Mail/Post

A post box is available at reception to enable you to send your mail from the hotel. Any mail sent to the hotel for guests will be held at reception. Postage stamps are available for purchase at reception.

## Messages

Any messages received on your behalf will be delivered to your room.

## Nádúr Spa

Nádúr, the Irish word for nature, speaks of the unspoiled landscapes that surround the spa, the pure organic ingredients of the spa products and the genuine nature of the spa therapists. Nádúr is a fully dedicated day spa and is about finding a purer you. For further information please refer to the brochure located in this directory or feel free to visit the Spa located on the ground floor of the hotel.

## Nádúr Spa: Ext 511

Opening Times: Open seven days a week including Bank Holidays, please confirm current opening times by contacting Spa reception.



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## Newspaper

National papers are complimentary for guests are available at reception or in Owen Mac's Bar. Please contact if you wish to order an alternative newspaper.

## Payment of Accounts

Hotel accommodation accounts may be settled prior to departure. All major credit cards and cash are acceptable methods of payment. Please call reception who will prepare your account. For express checkout please contact Reception the night before departure.

## Room Service

24 hour room service is available to our guests, the Room Service menu is located at the Front of the Guest Directory. Should you require breakfast in your room, please fill in the breakfast card provided and hang outside your door before 3am.

## Safety Deposit Facilities

A safety deposit box is provided in every guest bedroom. This is located in the wardrobe with instructions for use. Kindly leave open on departure.



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## Secretarial Services

This service is available by prior arrangement, please contact reception.

## Shopping Information

The nearest shopping area is two kilometers from the hotel. For further information about the shopping area or opening times, please contact reception.

## Television Channels

A selection of TV channels are there for your enjoyment. Please enquire at reception if you wish to avail of our complimentary DVD player.

## Thermal Suite

Hotel Residents are welcome to use the fitness suite, and the Outdoor Hot Tub & Thermal Suite in Nádúr Spa, this must be pre-booked in advance as availability is limited.



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## Towels

Please help to protect our environment by reducing energy and resources. Request to have towels replaced only as necessary. Should you require fresh towels please place used ones in the bath and your accommodation assistant will be happy to replace them for you.

## Wake-up Calls

A wake-up call can be arranged by contacting reception.

## Weather Forecast

A daily weather forecast is available at reception.



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