

# Tower

hotel & leisure centre



**GUEST DIRECTORY**



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The following A – Z information is provided for your convenience. Please contact reception should you have any queries.

### A

#### Accommodation Services (Dial 439 or 0)

In addition to our daily services, our accommodation staff will be pleased to provide the following items on request for your additional comfort:

- Additional blankets
- Pillows
- Adaptors
- Iron & Ironing board
- Shower Caps
- Extra Toiletries eg: Shaving foam, toothpaste, shoe polish
- Duvets
- Towels
- Cots
- Sewing Kits
- Face Cloths

### B

#### Babysitting (Dial 0)

A babysitting service can be arranged for you. Please advise the reception desk of your requirements 24 hours in advance.

#### Barbeque

Feel like a Barbeque? Why not contact Faithlegg House Hotel on (051) 382000. Operates at peak season only.

#### Bars

The Adelphi Riverside bar is located just off reception on the ground floor. The Ardmore Lounge is available should you wish to have a pre-dinner drink.

#### Beautician

For a little piece of heaven away from home please contact reception for information on Re>nu Treatment Rooms where our expert therapists offer a wide range of treatments using Organic products.

#### Breakfast

Breakfast is served from Monday to Friday 7.30am to 10.00am. Saturday and Sunday 7.30am to 11am. Should you require an earlier breakfast, a continental breakfast can be organised.

### C

#### Car Parking

The Hotel Car Park is situated to the rear of the Hotel and is available free of charge to all guests. Parking is on a first come, first serve basis.

#### Checkout

Checkout time is 12:00 noon. This time may be extended by prior arrangement by contacting reception. Express checkout available.

#### Cinema

Cinema timetable available at reception or alternatively Cinema guide is available on Aertel on RTÉ 1 page 325.

#### Conference Facilities (Dial 476)

Please enquire from our conference & events office for details of our facilities. Our extensive brochure is available on request and we will be pleased to make an appointment with our conference & events office on your behalf.



Top: A Peaceful Nights Sleep

Middle: Enjoy Dining in a Warm Atmosphere

Bottom: Main Entrance

## D

### Dietary Requirements

If you have any special requirements please contact the manager on duty who will be happy to assist.

### Directions

AA road planners are available at reception.

### Disabled Car Parking

Disabled car parking spaces are available at both the front and the rear of the hotel. Should you require any assistance please contact reception.

### Doctor

If you require a doctor or emergency services please call reception and they will contact the Doctor on call immediately.

### Dress Code

The bar and restaurant reserve the right to refuse people who are inappropriately dressed. Pyjamas and other bed clothes are not permitted in the restaurant.

### Dry Cleaning/Laundry (Dial 0 or 439)

We have facilities to dry clean and launder your garments from Monday to Saturday. (Bank holidays are excluded). Please contact reception before 10.00am, so that they will arrange for your laundry to be collected and returned to you on the same day.

### DVD

There are a limited amount of DVD players available on request. A deposit of €25 is required. Please contact reception.

## E

### Entertainment

Live Music is available on Friday & Saturday Nights in the Adelphi Riverside Bar and on selected nights over Holiday Periods.

### Environment

The Tower Hotel, has received many awards for the part we play in helping the Environment, your assistance is greatly appreciated. Please consult the tent card in your bathroom. A member of our green team will be glad to consult you on any Environmental issues.

### Executive Rooms

The Hotel has a number of corporate executive rooms for your extra comfort and convenience. Details can be obtained from reception.

### Express Checkout

The hotel offers an express checkout facility, please consult reception for details of how to avail of this service.

## F

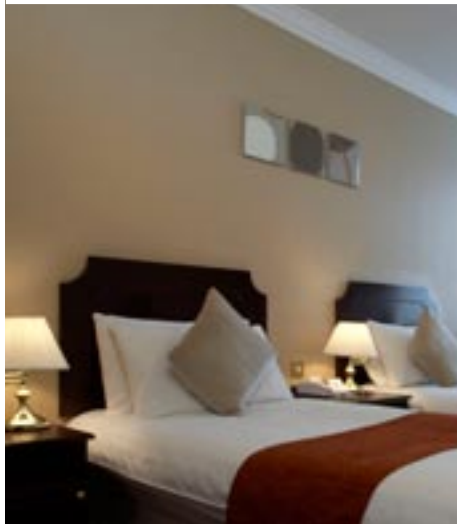
### Fax/Messages

For faxing, photocopying and messaging services please contact reception and they will take care of all arrangements.



Top: A Warm Welcome Awaits

Bottom: The Lobby



Top: The Ardmore Suite  
Middle: A Romantic Setting  
Bottom: An Inviting Sight

## Fire Safety

For your safety we would advise that you take note of your nearest fire exit on the floor plan located on the back of your bedroom door. Guest safety is our number one priority at all times.

## Foreign Exchange

A Bureau De Change is operated from the reception desk. Currency may be exchanged from 7am to 10.30pm & we also exchange Travellers cheques with valid identification.

## Fresh Flowers

Fresh Flowers are available on request. Please contact reception and they will take care of all arrangements.

## Fridges

A limited supply of mini fridges are available from reception for anyone wishing to store babies bottles and medication in the privacy of their own bedroom.

## G

### Gift Vouchers

Gift vouchers for FBD Hotels are available for purchase at the reception desk.

## H

### Hairdressers

A mobile hair dressing service is available please contact reception to make your booking or should you prefer to go to a local salon, reception can also make an appointment for you.

### Hairdryers

Hair dryers are available in all guest bedrooms and are located in either the desk drawer or in the bathroom.

### Heating

All our bedrooms are equipped with individual thermostat controls, allowing you to determine the temperature in the room for your own comfort. Should you experience any difficulties with it, please contact reception.

## I

### Ice

Should you require ice in your room it can be obtained from any of our Bars or Restaurants on the ground floor.

### Internet Access

Complimentary Wireless Broadband Access is available throughout the hotel. Please contact reception if you require assistance. There is also two surf boxes available in the main reception at a charge of €1 per 8 minutes.

## J

### Jump Leads

Should you experience any difficulty in starting your car, jump leads are available from the Porter on duty, who will be happy to help you.

# K

## Keys

Please ensure that your door is always locked securely on leaving your bedroom.

# L

## Leisure Centre

Incorporating a 20m swimming Pool, Sauna, Jacuzzi and Gym the opening times are as follows:

Monday to Friday 7am – 10pm Saturday, Sunday & Bank Holidays 8am – 9pm

Persons under the age of 18 years may use the Leisure Facilities up to 7pm daily. Persons under the age of 12 years must be accompanied by an adult at all times. The Jacuzzi, Steam room and Plunge Pool areas are restricted to adults only. Persons under 16 years are restricted from using the Gym at all times. Copies of the rules & regulations, which govern the use of the facilities are displayed in each area of the centre.

## Lost Property

Any lost property found in the hotel is placed in storage. Please contact reception or accommodation.

## Luggage

Should you require help with luggage please ask reception and they will arrange for a porter to assist you.

## Luggage Storage

Luggage storage is available at reception on check out.

# M

## Mail/Messages

Any mail or messages addressed to guests will be held at reception for collection at your convenience. For voicemail please consult your telephone guide.

# N

## Newspapers

National newspapers are available at reception. International papers can be obtained for you if you pre-order them. For guests in our Executive Rooms your complimentary evening newspaper will be delivered to your room.

## Night Lights

A limited number of Night Lights are available on loan at Reception for families.

# O

## Overseas Telephone Operators

Dial 11850, for Operator Assistance with ATT, Sprint, MCI or Credit Card / Calling Card enquiries. Alternatively Dial 'O' for internal Operator Assistance. There is no charge for dialing the above number.

# P

## Postcards

Forgotten to send that all important postcard, Tower Hotel postcards are available from the Reception desk.



Top: Bistro at the Tower Hotel

Middle: For all your Business Needs

Bottom: Time for the Kids Club



Top: Relax and Unwind  
Middle: Enjoy an Energetic Swim  
Bottom: Enjoy your Meal

## Q

### Queues

To avoid early morning queues at reception you may wish to settle your bill the night before at reception or alternatively by using the express checkout facility.

## R

### Reservations

Should you wish to make a reservation in any of our other hotels we will be happy to assist.

### Restaurant

The Hotel Restaurant & The Bistro serves Dinner:

Sunday – Thursday from 6.30pm to 9.30pm.

Friday and Saturday the Bistro is open from 6.30pm to 10.00pm.

Friday and Saturday the Hotel Restaurant is open from 6.30pm to 9.30pm.

Following Carvery lunch a selection of soup, sandwiches and paninis are available and an extensive bar menu is available from 6.30 – 9.15 in the Adelphi Riverside bar. It is advisable to book in advance as to avoid disappointment.

### Room Service

For those who prefer the privacy of dining in their room, we offer an extensive room service menu. Breakfast is served from 7.30am to 9.30am. Dinner is served from 6.30pm to 9.00pm. Sandwiches are served 24 hours a day.

### Religious Services

Please contact reception for information on religious services in Waterford City.

## S

### Smoking Rooms

Smoking is not permitted within the Tower Hotel. The premises has opted for a non-smoking policy which applies to the public areas and ground floor facilities as well as the bedrooms.

### Sports

All major sporting events are available to view in the Adelphi Riverside Bar on our Plasma Screens. Our Staff will be delighted to assist you with your viewing options.

### Suites

The Hotel offers 3 Riverview Suites, The John Roberts Suite, The Luke Wadding Suite and The William Wallace Suite, incorporating an Executive Bedroom with an adjoining Sitting Room overlooking Waterford's Marina. For a viewing please contact reception and spoil yourself on your next visit to us.

### Swimming Hats

Should you forget to bring your own Swimming Hats, they are available for purchase in the Leisure Centre.

## T

### Taxis

Taxis can be booked at reception.

## Telephone

Please consult the telephone guide on your bedroom table.

## Television

Please consult the guide on your bedroom table.

## Timetables

Should you require information on bus or train timetables please contact reception.

## Tiny Towers

Our Kiddies Club located on the First Floor, is available to all our younger guests over holiday periods. Please consult the brochure available at reception.

## Turn Down Service

Should you require turn down service, please advise reception by 5pm.

# U

## Umbrellas

Unfortunately, we cannot do anything about the weather, however umbrellas are available at reception, should you require one.

# W

## Wake up Calls

Should you require a wake up call please ask Reception.

## Weekend Offers

FBD Hotels offer special rates on short breaks in all our hotels all year round. Please ask reception for details.

## Welcome & Reward

FBD Hotels welcomes and invites you to join our Welcome & Reward programme. By joining Welcome & Reward you will come to enjoy the benefits of being a member of one of the most satisfying hotel loyalty programmes in Ireland. For an application form and further details please contact reception.

## Wheelchairs

Should you require wheelchair assistance please contact our porter on duty who will be happy to assist you.

# Y

## You

No-one is more important to us than YOU. If there is anything we can do for you then please ask.

# Z

## ZZZZZZZZZ

Sweet Dreams.



Top: Dining Al Fresco

Middle: Catch up on the Days Events

Bottom: A Sample of our Chef's Talents

# Tower

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hotel & leisure centre

Tower Hotel, The Mall, Waterford.

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An **FBD** Hotel