

## Welcome / Fáilte

Dear Guests,

### **The Tower Hotel, a brief history**

The Tower Hotel and Leisure Centre opened in 1962, on the site of the former Imperial and Adelphi Hotels, as Waterford's first purpose built hotel. The hotel was opened by the then Minister for Transport and Power, the late Erskine Childers, who went on to become President of Ireland. The hotel was constructed by Sisk Ltd on the site of the Imperial and opened under the Management of the late Jeremiah O'Donoghue.

Today, the Neville Family proudly own and manage the hotel along with its sister hotels, the iconic Royal Marine Hotel in Dun Laoghaire, Dublin and the River Court Hotel in Kilkenny.

The hotel has many wonderful and enjoyable food, dining and recreational experiences for you to enjoy. In recent years the hotel has been awarded a number of prestigious awards, most notably an AA Rosette for the award winning cuisine in the Bistro restaurant, the White Flag Award in the leisure centre and an Irish Accommodation Services Industry Supreme award for accommodation standards.

On behalf of the Neville Family and the management and staff of the Tower Hotel and leisure centre, we welcome you and hope you enjoy your stay with us and we look forward to welcoming you back to the hotel again soon.

Should you require any assistance throughout your visit, please do not hesitate to contact me or any member of my team.

Warm Regards,

*Seamus O'Carroll*

Seamus O'Carroll  
General Manager



### History of Waterford City

**Waterford** in Irish: *Port Láirge*, meaning "Lárag's port" is a city in Ireland and is in the South-East of Ireland and is part of the province of Munster. The city is situated at the head of Waterford Harbour. It is the oldest and the fifth most populous city within the Republic of Ireland. It is the eighth most populous city on the island of Ireland. Waterford City and County Council is the local government authority for the city.

Viking raiders first established a settlement near Waterford in 853. It and all the other long ports were vacated in 902, the Vikings having been driven out by the native Irish. The Vikings re-established themselves in Ireland at Waterford in 914, led at first by Ottir Iarla until 917, and after that by Ragnall ua Ímair and the Uí Ímair dynasty, and built what would be Ireland's first city. Among the most prominent rulers of Waterford was Ivar of Waterford.

In 1167, Diarmait Mac Murchada, the deposed King of Leinster, failed in an attempt to take Waterford. He returned in 1170 with Cambro-Norman mercenaries under Richard de Clare, 2nd Earl of Pembroke (known as Strongbow); together they besieged and took the city after a desperate defence. In furtherance of the Norman invasion of Ireland, King Henry II of England landed at Waterford in 1171. Waterford and then Dublin were declared royal cities, with Dublin also declared capital.

Throughout the medieval period, Waterford was Ireland's second city after Dublin. In the 15th century Waterford repelled two pretenders to the English throne: Lambert Simnel and Perkin Warbeck. As a result, King Henry VII gave the city its motto: *Urbs Intacta Manet Waterfordia* (*Waterford remains the untaken city*).

After the Protestant Reformation, Waterford remained a Catholic city and participated in the confederation of Kilkenny – an independent Catholic government from 1642 to 1649. This was ended abruptly by Oliver Cromwell, who brought the Country back under English rule; his son-in-law Henry Ireton finally took Waterford in 1650 after a major siege.

The 18th century was a period of huge prosperity for Waterford. Most of the city's best architecture appeared during this time. A permanent military presence was established in the city with the completion of the Cavalry Barracks at the end of the 18th century.

In the early 19th century, Waterford City was deemed vulnerable and the British government erected three Martello towers on the Hook Peninsula to reinforce the existing Fort at Duncannon. During the 19th century, great industries such as glass making and ship building thrived in the city.



The city was represented in the Parliament of the United Kingdom from 1891 to 1918 by John Redmond MP, leader (from January 1900) of the Irish Parliamentary Party. Redmond, then leader of the pro-Parnell faction of the party, defeated David Sheehy in 1891. In 1911, Br. Jerome Foley, Br. Dunstan Drumm and Br. Leopold Loughran left Waterford for Malvern, Australia. Here, they founded a Catholic college which is still in existence today. In July 1922, Waterford was the scene of fighting between Irish Free State and Irish Republican troops during the Irish Civil War.

The city is situated at the head of Waterford Harbour (Irish: *Loch Dá Chaoch* or *Cuan Phort Láirge*). The city motto *Urbs Intacta Manet Waterfordia* ("Waterford remains the untaken city") was granted by King Henry VII of England in 1497 after Waterford refused to recognise the claims of the pretenders Lambert Simnel and Perkin Warbeck to the English throne. Waterford was subjected to two sieges in 1649 and 1650, during the Cromwellian conquest of Ireland. It withstood the first siege but surrendered during the second siege to Henry Ireton on 6 August 1650.

Reginald's Tower is the oldest urban civic building in Ireland, and the oldest monument to retain its Viking name. To this day, it remains Waterford's most recognisable landmark. It is believed to be the first building in Ireland to use mortar. The River Suir, which flows through Waterford City, has provided a basis for the city's long maritime history. The place downriver from Waterford where the Nore and the Barrow join the River Suir is known in Irish as *Cumar na dTrí Uisce* ("The confluence of the three waters"). Waterford Port has been one of Ireland's major ports for over a millennium. In the 19th century, shipbuilding was a major industry. The owners of the Neptune Shipyard, the Malcomson family, built and operated the largest fleet of iron steamers in the world between the mid-1850s and the late 1860s, including five trans-Atlantic passenger liners.

Today, Waterford is known for Waterford Crystal, a legacy of the city's former glass making industry. Glass, or crystal, was manufactured in the city from 1783 until early 2009. The House of Waterford Crystal visitor centre in the Viking Quarter opened in June 2010 as part of a city redevelopment plan.



**Hotel Facilities**

**Pier 37 Bar & Grill**

Pier 37 Bar & Grill has an enviable location overlooking the Marina and is the perfect place to spend an afternoon or evening relaxing by the River Suir.

Morning refreshments are served daily so you can relax and enjoy tea/coffee and a full bar menu is available from 12.30pm-2.30pm. Following lunch a selection of soup, sandwiches, wraps and Paninis are available with a full Bar Food Menu served every evening until 9.00pm.

There is live music every Friday and Saturday and on Bank Holiday Sunday nights. Children are permitted in the bar until 9.00pm and until 10.00pm from May – September.

The Ardmore Lounge is also available should you wish to have drinks before dinner.

**Pier 37 Bar & Grill - Opening Times**

Monday to Thursday	10.00am until 11.30pm
Friday and Saturday	10.00am until 00.30am
Sunday	12.00pm until 11.00pm

**The Lara Restaurant**

Breakfast is served from 7.00am until 10.00am	Monday to Friday
Breakfast is served from 8.00am until 11.00am	Saturday, Sunday & Bank Holidays

Dinner is served from: 18.30pm until 9.00pm	Monday to Friday
18.00pm – 9.00pm	Thurs & Sun
18.00pm – 9.30pm	Fri - Sat

**The Bistro Restaurant**

Dinner is served from: 18.30pm – 9.30pm	Mon – Wed
18.00pm – 9.30pm	Thurs & Sun
18.00pm – 9.30pm	Fri - Sat

The Bistro offers an Early Bird Menu, a Wine and Dine Menu including a bottle of wine and an A La Carte Menu.

Sunday lunch is available from 12.30pm – 2.30pm and it is advisable to book in advance

**The Leisure Centre**

The White Flag Award winning leisure centre is located on the ground floor of the hotel. The leisure centre incorporates a 20m swimming pool, sauna, steam room, Jacuzzi, plunge pool and gym.



**Opening Times:**

Monday – Friday	7.00am – 10.00pm
Saturday, Sundays & Bank Holidays	8.00am – 8.00pm

Persons under the age of 18 may use the Leisure Centre up to 7.00pm daily. Persons under the age of 12 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. **Kids swimming times are restricted by season – please check with the Leisure Centre team for timetable.**

A selection of merchandise including swim accessories, soft drinks, juices and cereal bars are available from the leisure centre. Swim hats are compulsory and can be purchased from the leisure centre reception.

**Renu Treatment Rooms**

Renu Treatment Rooms offer guests a wide range of treatments ranging from facials to massages using Ogra products, a natural peat based product. It is advisable to pre book your appointment.

**Opening Times:**

Sat, Mon, Tues, Wed	10.00am – 6.00pm
Thurs, Fri	10.00am – 8.00pm
Sundays & Bank Holidays	10.00am – 2.00pm

**Television, Internet Access and Telephone**

**Telephone Service**

Guest bedrooms are equipped with Direct Dial Telephones. The following are aimed at helping you make best use of these facilities.

- Dial Room to Room – Dial the room number.
- Wake Up Call – A personal alarm call service is available by contacting the Front Desk (Dial 0).
- Direct Calls – Please dial 9 and wait for the dial tone. You now have both national and international access.
- Assistance / Directory Enquiries – For any further service requirements, please contact the Front Desk (Dial 0).
- Manager on Duty – Available day or night. Please contact the Front Desk (Dial 0).

Should you require any clarification on our call charges or specific costs for any destinations, please contact the Front Desk (Dial 0) for assistance.



### **Wi-Fi**

We are pleased to offer complimentary Wi-Fi access throughout the hotel in our public areas, meeting and events space and in all guest rooms. A code for Wi-Fi access will be given to you on your arrival to the hotel.

### **Television**

For your comfort, each television is accompanied by a remote control. In the case of television faults, please contact Reception (Dial 0).

### **Things to do in Waterford**

From its vibrant city life to its rural charm and stunning coastline, Waterford has something for everyone. Visit [www.visitwaterford.com](http://www.visitwaterford.com) for details on what to see and do when in Waterford. Waterford is renowned for its exciting festivals and events so do check out all future events.

Located on our doorstep is the city's Viking Triangle with its historic and winding streets, striking Reginald's Tower and many museums and points of interest. For comprehensive information on this area visit [www.waterfordvikingtriangle.com](http://www.waterfordvikingtriangle.com)

Waterford boasts an excellent choice of world-class visitor attractions from the brand new Waterford Greenway between Waterford City and Dungarvan to the western perimeter of the county, to the House of Waterford Crystal renowned all over the world for the craftsmanship of its master glass cutters; Waterford Museum of Treasures and the Copper Coast Geopark offering stunning natural beauty just 20 minutes from the hotel.

There is such a huge choice of family fun activities in and around Waterford. Check out our Parks and Playgrounds or spend a day at one of the 49 beaches scattered along the coastline with some just 20 minutes away. The hotel is located close to the People's Park, approx. 5 minutes' walk and here you will find extensive playing areas for children of all ages plus large green areas for football, skate boarding or just relaxing.

### **Sightseeing**

**Waterford Treasures** – Three Museums in the Viking Triangle - in the very heart of Ireland's oldest city. Three very different museums all within a few paces of each other tell the 1100 year old story of Waterford, from its foundation in 914 by Viking sea pirates, to the late 20th century. The massive stone fortress that is Reginald's Tower houses the Treasures of Viking Waterford. Ireland's only Medieval Museum showcases the Treasures of Medieval Waterford. The elegant Neo-Classical Bishop's



Palace built in 1743 is the home of the Treasures of 18th, 19th and 20th centuries. Visit [www.waterfordtreasures.com](http://www.waterfordtreasures.com) for more information.

**The House of Waterford Crystal** - Waterford Crystal has a magnificent new home in the heart of Waterford City. A unique highlight of a visit is the factory tour which gives an up close insight into the centuries old tradition of Waterford Crystal making. The factory tour includes the following traditional production areas; wooden mould making, crystal blowing and furnace, crystal cutting and quality inspection and finishing. Visit [www.waterfordvisitorcentre.com](http://www.waterfordvisitorcentre.com).

**Epic Tours** Take a theatrical tour through the streets of Waterford for what promises to be a fun filled adventure. Tickets are available at the Medieval Museum and the Bishops Palace and no pre-booking is required.

**Christchurch Cathedral** - Located in the heart of Waterford City, Christ Church Cathedral stands at the site of an 11th-century Viking Church, where English Knight Strongbow and Irish Princess Aoife, daughter of Diarmait Mac Murchada, King of Leinster, married in 1770. This is, therefore one of the most important sites of historical interest in Ireland.

**City Walking Tours with Jack Burtchaell** - Waterford city offers over 1,000 years of history and Jack Burtchaell Tours have been guiding visitors around Ireland's oldest city since 1990. The walking tour is fun filled and brings the city's history and personality to life.

#### **Family Fun Suggestions**

**Waterford Suir Valley Railway** - Experience the beauty of the Suir Valley from a period carriage and take in the wonderful panoramic views of the River Suir. This family friendly railway runs mostly along the picturesque banks of the River Suir offering views of the world famous Mount Congreve Gardens. [www.wsvrailway.ie](http://www.wsvrailway.ie)

**Waterford Deise Greenway** – The newest and most vibrant attraction in the south east region, the Waterford Greenway stretches from Waterford city across the county to Dungarvan in the west. Scenic walking and cycle routes with bike hire available, offer a fantastic open air adventure for the young and not-so-young! This is Waterford at its beautiful best.

**Activate** - is Waterford City's newest and most innovative family recreation centre incorporating a children's soft play area, bowling, rock climbing and bouldering, an intimate state of the art 3D cinema, a cafe and lots more. [www.activatewaterford.ie](http://www.activatewaterford.ie)

**Hawkeye Falconry** - They are totally dedicated to this ancient sport of Kings. They adhere to a very high standard of falconry and only use practising falconers for all



our services. Hawkeye Falconry offers you the Bird of Prey experience of a lifetime. [www.hawkeyefalconry.ie](http://www.hawkeyefalconry.ie)

**Parks and Playgrounds** - Waterford City has plenty of open spaces from the People's Park in the centre of the City, to smaller parks scattered across the City which was further enhanced by the opening of Waterford's Nature Park creating one of the largest urban parklands in the country.

There are a number of other public playgrounds in the City including the Railway Square Playground located on Manor Street. The community based project New Street Gardens adjacent to the main shopping area is a wonderful oasis right in the heart of the city. Our newest community-led project is New Street Park. In Tramore, the All Aboard Inclusion Play Park enables disabled children to interact with able-bodied children which will positively impact on minimizing social isolation and help reduce barriers of discrimination.

**Tramore** - Situated just 10km south of Waterford City, Tramore is considered the premier resort of the South East of Ireland. The sandy beach in Tramore stretches for almost 5km and has some of the highest sand dunes in Ireland. Tramore has fantastic amenities including surf clubs offering both lessons and board hire. Feel your toes in the sand or dip them in the water and really start to relax in Waterford.

See the coast line from a different perspective with [www.seapaddling.com](http://www.seapaddling.com) who offer sea kayak tours and also run Irish Canoe Union Courses. If the Sunny South East doesn't live up to its reputation, there's still plenty to do indoors. For all the family there's Splashworld with giant water slides with an Amusement Park covering over 20 hectares just opposite the promenade. For young kids visit Runamuck, All Aboard Playpark, Pottery Place, Laser Blast or Pirates Adventure. For more information visit [www.discovertramore.ie](http://www.discovertramore.ie)

**Dunmore East** - While the beautiful coves and beaches are sure to keep both young and old occupied, if you feel like trying something different visit the Dunmore East Adventure Centre which offers sailing, archery, rock climbing and kayaking. For younger children there is a lovely playground in the village park. [www.discoverdunmore.com](http://www.discoverdunmore.com)

**Cinema** - We are happy to recommend the Odeon Cinema in Johnstown and the Omniplex on Patricks St both located within walking distance of the hotel. [www.odeoncinemas.ie](http://www.odeoncinemas.ie) and [www.omniplex.ie](http://www.omniplex.ie).

**Theatre** - The Theatre Royal located just across from the hotel is a beautifully restored Victorian theatre hidden inside a Georgian building and is Ireland's oldest theatre. The Theatre Royal presents a diverse programme of entertainment including plays, comedy, cabaret, music, musicals and many more. [www.theatreroyal.ie](http://www.theatreroyal.ie)

### Meetings, Events, Weddings & Special Occasions





### **Meetings**

With over 25 years' experience in conference and catering, the team at the Tower Hotel will assist you with the finer details to ensure your event is a complete success. We are one of the largest conference venues in Waterford and enjoy a fine reputation for meetings and events.

Tower Hotel Waterford can accommodate functions and meetings of varying sizes from 2 to 450 guests and has 7 well-appointed meeting rooms, making the hotel the perfect choice for all types of events regardless of the size or nature.

Our central location in the heart of Waterford city is within easy access of bus and rail stations, all major routes and Waterford Regional Airport makes it the perfect base for national and international business gatherings.

### **Weddings**

Our prime riverside location, in the heart of Waterford's Viking Triangle, coupled with the experience and professionalism of our management team and staff, guarantees your wedding guests a uniquely memorable experience.

Weddings here in the Tower Hotel Waterford are our specialty. Enjoy award winning dining from our kitchen team who are passionate about preparing the freshest, seasonal local produce. Our dedicated Events Manager will assist you all the way along the planning journey with expert advice and assistance.

Allow us to help you plan your perfect wedding in Waterford, and be assured of our utmost attention. So whether you are looking at a more intimate celebration, or a larger gathering of family and friends, call us today to discuss your ideas. We also cater for Civil Ceremonies, Marriage Blessings, Spiritual and Humanist Ceremonies, with different sized function spaces to suit your numbers.

### **Special Occasions**

Celebrate your Special Occasion at the Tower Hotel, from Birthdays to Christenings, Anniversaries to Engagements and everything in between. We are happy to tailor menus and packages to meet your individual needs.

### **Safety & Security**

#### **Security**

Please ensure that your bedroom door is securely closed on leaving your room. Should you require information, please contact the Front Desk (Dial 0) to assist with your enquiry.

#### **Taxi Service**

Should you require assistance in booking a taxi, please contact the Front Desk (Dial 0) who will be happy to assist.



### **Safety & Security**

Your safety and comfort is of paramount importance to us and we respectfully ask our guests to conduct themselves in a manner appropriate to their surroundings. Should you have any queries relating to these matters, please do not hesitate to contact the Front Desk (Dial 0).

### **Hotel Properties Act, 1963**

Damage to, or loss or destruction of guests' property:

Under the Hotel Properties Act, 1963, the proprietor of a hotel, as defined by the Act, may in certain circumstances be liable to make good damage to, or loss or destruction of a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability, however –

- (a) extends only to the property of person who have engaged sleeping accommodation at the Hotel;
- (b) is limited to €127 in the case of any one person, except in the case of motor vehicles and of property which has been deposited, or offered for deposit for safe custody.

A hotel is defined by the Hotel Properties Act 1963, as an establishment which provides or holds itself out as providing sleeping accommodation, food and drink for reward all comers without special contract and includes every establishment registered as a hotel with Fáilte Ireland.

### **Fire Evacuation Procedure**

The Tower Hotel Waterford has installed a sophisticated fire alarm and smoke detection system that monitors all parts of the building.

Fire instruction notices are prominently displayed on the back of the bedroom door. May we suggest that you take a few moments to read the instructions and familiarise yourself with the location of the nearest exit.

For our guests who are hard of hearing and may require additional assistance, we ask that you hang the door hanger symbolising hard of hearing outside your door prior to going to bed.

### **IF YOU DISCOVER A FIRE:**

DO NOT PANIC

Use the nearest telephone to contact the Front Desk (Dial 0). Clearly state the location of the fire, giving the floor and room number nearest to the location of the fire location as reference.



Or

Activate the fire alarm button located next to the emergency fire exit. A signal which will pinpoint the location will automatically be relayed to the fire panel. A fire alarm will then be activated.

Upon hearing the continuous alarm, you are requested to:

- Proceed to the nearest emergency exit or stairs.
- Close all the doors behind you.
- Do not stop to collect any belongings.
- Do not use or wait for any hotel lift, as they will be automatically called to the ground floor level and will be immobilised.
- Do not fight any fires.
- Evacuate the area via the indicated fire escape.
- Proceed to the designated assembly area at the front of the hotel where management will conduct a guest and team head count.
- Do not re-enter the building until instructed by a Fire Officer.

### **Environmental Information**

At the Tower Hotel Waterford, a strict environmental policy is in place as part of our contribution to protecting the environment. We are committed to sound environmental practises in all areas of our business.

We separate and recycle newspapers, office papers, organic waste, cardboard, glass, batteries, fluorescent light bulbs and have an on-going goal to divert as much waste as possible from landfill.

We have installed a number of green systems, which substantially increase our energy efficiency and reduce carbon dioxide emissions by an estimated 7000 metric tonnes per year.

We only use the most environmentally acceptable cleaning products, from which phosphates have been eliminated and packaging minimised. We are actively pursuing the reduction of water usage in our bedrooms and washrooms. We are working with suppliers who have good environmental policies to reduce packaging waste and improve environmental impact of all products purchased

Here are some of the ways in which you can help:



- Leave your newspapers and bottles aside for recycling
- Do not leave taps running unnecessarily
- Turn off lights and TV when leaving your room
- Place used towels on the bathroom floor if you require them to be replaced. If not please hang them on the wall

We are always eager to hear any comments or further suggestions.

#### **Our Sister Hotel: The Royal Marine Hotel in Dun Laoghaire Dublin**

Also part of the Neville Hotel Group is our sister hotel The Royal Marine Hotel. The Hotel is set in Dun Laoighre 20 minutes south of Dublin city on four acres of beautiful gardens, with stunning views overlooking Dublin Bay, and is an historic and much-loved luxury landmark hotel and a favourite with the locals. The hotel, dating back to 1828 is an impressive sight on the Dun Laoghaire skyline. Take time to relax and enjoy the facilities of the Pier Health Club or book yourself a treatment in Sansana SPA. Indulge yourself and have Afternoon Tea by the fire in the Bay Lounge or take to the shops, only a two minute walk from the Hotel.

The Hotel has an impressive history. Since 1828, a hotel has existed on the site of the Royal Marine Hotel. The old Hayes Hotel was incorporated into the new design of The Royal Marine Hotel. The Royal Marine Hotel itself was built by Mr. William Dargan in 1863, builder of the first ever Railway in Ireland which was built between Dublin and Kingstown (now Dun Laoghaire). The Royal Marine Hotel is regarded as one of the finest 4 star Hotels in Dublin and has hosted many Heads of State, Kings, Queens and celebrities including old blues eyes Frank Sinatra, Laurel & Hardy and Charlie Chaplin. Queen Victoria had a sixteen-course breakfast when she arrived off the boat at Dun Laoghaire and even Michael Collins is believed to have hidden out in Room 210 with Kitty Kiernan.

The hotel was purchased by the Neville Family from Co. Wexford in 2004. The hotel was closed for three years for extensive renovation. The Hotel was magnificently and carefully restored, preserving the elegance and history of its past and re-opened its doors on 22nd June 2007. Those who have visited the Royal Marine Hotel will agree



the refurbishment has added to the splendor of this magnificent listed building, it is a stunning vision of 'old and new'. With high ceiling, wide corridors, intricate detail on the cornicing, Victorian staircases, large sash windows welcoming the natural light of the bay, the Royal Marine Hotel truly stands above its peers in the Hotel industry. There is a tremendous sense of history and character found in all the nooks and crannies of this unique Victorian building.



#### Contact Information

Tel (01) 2300030 / Email [reservation@royalmarine.ie](mailto:reservation@royalmarine.ie) / Website: [www.royalmarine.ie](http://www.royalmarine.ie)

#### Our Sister Hotel: The Kilkenny River Court Hotel



Also part of Neville Hotels, the Kilkenny River Court Hotel is located in a stunning location on the banks of the River Nore in the heart of the medieval city of Kilkenny. Overlooking the city's 12th-century castle, The Kilkenny River Court Hotel has a quiet location in a private courtyard, back from the busy Kilkenny streets. The hotel is unequalled with its views of Kilkenny Castle, facilitated wonderfully by the outdoor Terrace area.

The main shopping areas, theatres and entertainment the Marble City has to offer are all close by. Each of the large rooms is stylishly decorated with fine furnishings, goose-down duvets and pillows and offer free Wi-Fi. Many of the hotel rooms overlook the River Nore and Kilkenny Castle. Guests can dine at the award winning Riverside Restaurant and Terrace Kitchen which offers an al fresco dining experience. The hotel also hosts weddings, corporate events and special family occasions.





### **Contact Information**

Tel: 056 7723388

Email: [reservations@rivercourthotel.com](mailto:reservations@rivercourthotel.com)

Website: [www.rivercourthotel.com](http://www.rivercourthotel.com)

### **A-Z Reference Guide**

The following A-Z information is provided for your convenience and comfort, please don't hesitate to contact Reception if you require any additional information.

**Accommodation:** Should you require additional blankets, pillows, towels, toiletries, cots, sewing kits, face cloths, please contact Reception (Dial 0) to assist with your request.

**Accounts:** You may settle your account using the following methods of payment: Cash (Euro only), as well as the following major credit cards: American Express, Master Card and Visa.

**Adapters:** Adapters are available to purchase. Please contact Reception for assistance with your enquiry.

**Airport:** The nearest airport is Waterford Airport, for details on flights please visit [www.flywaterford.com](http://www.flywaterford.com) or should you require assistance or additional information, please contact Reception (Dial 0) to assist you with your enquiry. Cork Airport and Dublin Airport are both within a 2 hour drive of the hotel.

**Babysitting:** Babysitters can be arranged by contacting Reception. 24 hours' notice is required in order to guarantee availability. Baby cots are also available on request.

**Baggage:** For any storage or collection of luggage, please contact Reception.



**Beautician:** Please contact Reception for information on Re>nu Treatment Rooms where our in-house expert therapists offer a wide range of treatments using Ogra a peat based product.

**Bus Schedules:** Should you require information on public transport or private coach hire, please contact Reception who will be happy to assist. The local bus station is just a 10 minute walk from the hotel.

**Car Parking:** Car parking is available on-site at the rear of the hotel. Please note that no responsibility is taken for damage or loss of property whilst on the premises. Car parking is complimentary to residents and please visit Reception for the daily exit code.

**Check-in/Check-out:** Checkout time is by 12 noon. Don't be in a rush to leave! Why not extend your checkout time from 12 noon to 4.00pm for an additional charge of €25.00 (subject to availability). Express checkout is also available. Check in time is from 3.00pm

**Chemist:** A chemist is available during business hours in City Square Shopping Centre. Please contact Reception should you require assistance outside of business hours.

**Church Services:** For a comprehensive list of service times for all denominations, please contact Reception and we will be happy to assist. A copy of The Bible is located in the bedside locker of your bedroom.

**Conference Facilities:** Please enquire at our Events office for details of our facilities (Dial 476). With 7 conference rooms catering for up to 450 delegates, our dedicated Events team would be happy to discuss your specific requirements.

**Credit Cards:** The Tower Hotel Waterford accepts all major credit cards.

**Currency Exchange:** Currency exchange is available in many bank branches located in the City Centre, just a short walk from the hotel.

**Dentist:** Please contact Reception who will assist you in making a dental appointment in one of the many practices in the city.

**Dietary Requirements:** If you have any special dietary requirements please contact the Manager on Duty who will be happy to assist you.

**Doctor:** Should you require information on doctors in the local area, please contact the Reception by dialling 0.

**Do Not Disturb:** Please hang your Do Not Disturb sign outside your room should you wish not to be disturbed.



**Dress Code:** The bar and restaurant reserve the right to refuse people who are inappropriately dressed. Fancy dress, pyjamas and other nightwear are not permitted in the Restaurant.

**Dry Cleaning / Laundry:** Should you wish to avail of this service, please contact Reception before 10.00am and they will arrange for your laundry to be collected and returned to you on the same day.

**DVD:** There are a limited number of DVD number players available on request. A refundable deposit of €25.00 is required. Please contact Reception.

**Environment:** The Tower Hotel has received many awards for the part it plays in helping the Environment, your assistance is greatly appreciated. Please consult the tent card in your bathroom.

**Essential Items:** Should you have forgotten any essential toiletry items (shaving kit/dental kit/vanity kit); please contact Reception to assist with your enquiry.

**Fax/Messages:** For faxing, photocopying, scanning, printing and messaging services please contact reception who will take care of your requirements.

**Florist:** We will be happy to organise your flower requirements, whether within the hotel or beyond. Please contact Reception (Dial 0) to assist with your enquiry.

**Fridges:** A limited number of mini fridges are available from Reception for anyone wishing to store babies' bottles and medication in the privacy of their own bedroom. (Subject to Availability)

**Gift Vouchers:** Gift Vouchers for Neville Hotels are available to purchase at the reception desk or online at [www.towerhotelwaterford.com](http://www.towerhotelwaterford.com).

**Golf:** The South East of Ireland is one of the most popular golf destinations in Ireland with no less than 31 courses to choose from, please contact Reception who will be happy to recommend some nearby courses.

**Hairdressers:** There is a wide variety to choose from in Waterford city and Reception will be happy to assist you in making an appointment.

**Horse Riding:** There are a variety of riding centres to choose from within the local area, however it is advisable to book at least 24 hours in advance.

**Hospital:** The nearest Hospital is University Hospital Waterford located in Ardkeen just 10 minutes from the hotel. The telephone number is (051) 842000.

**Ice:** Should you require ice in your room it can be obtained from any of our bars and restaurants on the ground floor. Room service is available and service charge applies.





**Internet:** Complimentary Wi-Fi is available throughout the hotel. The code for Wi-Fi access will be provided for you on arrival.

**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 assist you.

**Kids Club:** We are delighted to offer our younger guests our Kids Club. The Club is open at selected times of the year during school holidays. Please contact Reception for opening hours and further details.

**Lost Property:** Should you have any queries regarding lost property, please contact Reception to assist with your enquiry.

**Luggage Porter:** For assistance with luggage, please contact Reception to assist with your enquiry.

**Maintenance:** Should you require assistance or experience maintenance issues, please contact Reception

**Manager on Duty:** should you wish to speak to a Manager on Duty please contact Reception

**Newspapers:** Complimentary newspapers are available from reception. Should you wish to place an additional order, please contact reception who will be delighted to assist with your request.

**Non Smoking Hotel:** The Tower Hotel Waterford operates a non-smoking hotel throughout. Please be advised should you smoke in your bedroom an automatic fee of €150 will be charged to your account to facilitate the deep cleaning of the room.

**Pets:** With the exception of guide dogs, pets are not permitted in the hotel.

**Postage:** Postage is available for purchase at the Front Desk.

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

**Room Service:** To expedite your request for room service, please contact Room Service (Dial 0) to assist with your enquiry. A Room Service menu is located in your room.

**Smart Rooms:** Why not upgrade to a Smart room on this or your next stay with us? These rooms have been purposely designed with the most up to date technology catering for those working on the go. Each room has been designed with a high tech environment offering visitors a unique combination of discreet sophisticated technology and superior comfort. All Smart rooms have a river view and king sized



beds. Please contact Reception for more information (Smart rooms are subject to availability).

**Sports:** All major sporting events are available to view in the Adelphi Riverside Bar on our plasma screens. Our team will be delighted to assist you with your viewing options.

#### **Suites:**

##### **The Luke Wadding Suite**

The Luke Wadding Suite is located on the first floor of the hotel and offers guests a spacious bedroom with an adjoining living area for extra comfort and be space. Up to 2 children can be accommodated on a couch bed in this suite at an additional rate. Smart technology is available in this suite.

##### **The John Roberts Smart Suite**

The John Roberts Smart Suite is located on the second floor of the hotel and was purposely designed with the most up to date technology catering for those working on the go. The Suite has been designed with a high tech environment offering visitors a unique combination of discreet sophisticated technology and superior comfort with an adjoining living area for extra comfort and space. Smart technology is available in this suite.

##### **The William Wallace Suite**

The William Wallace Suite located on the 3<sup>rd</sup> floor of the hotel is the main Bridal Suite in the hotel. This suite has been designed to the highest standards and has the most luxurious of furnishings. Smart technology is available in this suite.

##### **Theatre Royal**

The Theatre Royal is located opposite the hotel just a short walk away. For details on what's on and upcoming productions please contact Reception or visit [www.theatroyal.ie](http://www.theatroyal.ie)

**Tourist Information:** Should you require information, please contact Reception to assist with your enquiry. In addition, there is a Fáilte Ireland Tourist Information Office located on 120 Parade Quay, Waterford City (051) 875823. Please refer to 'Things to Do' section for additional details regarding this service.

**Train Station:** Should you require information on transport, please contact Reception who will be happy to assist. Waterford Plunkett Train Station is located within 15 minutes walking distance from the hotel however should you require a taxi to take you there please don't hesitate to contact the Front Desk (Dial 0).

**Wake Up Calls:** Please contact Reception to receive a personal wake up call.



**Vending Machines:** Located on the first floor of the hotel, vending machines offer guests a range of snacks, soft drinks, travel adaptors etc.

**Wheelchairs:** Should you require wheelchair assistance please contact our porter on duty who will be happy to assist you. A wheelchair is available at reception for guest use.

**Wi-Fi:** The hotel is delighted to offer complimentary Wi-Fi to all guests. A passcode is required to access this service which can be obtained from reception.

**Your Comfort:** Should you have any further requirements, which will enhance the enjoyment of your stay with us, please do not hesitate to contact reception or the manager on duty. We will make every effort to accommodate you

**ZZZZ.....** Please be aware of your neighbours at all times. Have a wonderful restful stay with us!

