

# *Guest Directory*



LONGCOURT  
HOUSE HOTEL



Newcastle West, Co Limerick



*Dear Guest*

*May I take this opportunity to welcome you to our award winning, family owned & run hotel. We've brought together a passionate & talented team who love this hotel & want to ensure you enjoy every moment of your stay.*

*I have prepared the following information in explanation of some of our services available to you during your stay. However, our expertise is not limited by this directory, so please do not hesitate to contact any member of my team or I, where it will be our pleasure to assist you in any way possible.*

*Following on from the Covid-19 pandemic, please be rest assured that we here at Longcourt House Hotel have taken all the necessary precautions and guidelines to make your stay as every bit enjoyable for you.*

*Thank you again for choosing Longcourt House Hotel for your breakaway, we trust it will be memorable one.*

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*Mario Puchowski  
General Manager*

**069 25 300**

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## **Safety and Security**

### **Dial '0' for the Hotel Operator/Reception**

On arrival, we would urge our resident guests to become familiar with the location of the fire exits, 'Break Glass' units and fire extinguishers on their bedroom floor. A fire evacuation diagram is provided on the back of your guest room door.

Throughout the Hotel there are 'Break Glass' alarm activation units. If you should see a fire and no alarm has sounded one of these units should be broken to sound the alarm.

In order for us to maintain our safety standards we carry out a bell/alarm test once per week (Monday morning at 11am). The alarm will sound for 10 seconds for this test. Please note that evacuating the building is not necessary at this time.

### **For Safety Purposes once in Your Room We Recommend the following:**

1. Familiarise yourself with the walkways leading to and from your room.
2. Choose a wall and as you walk to each exit, count the doors along that wall between the exit and your room. This helps you remember the distance and location of exits and may help you to find an exit when it is dark or smoky.
3. Locate the nearest fire extinguishers and 'Break Glass' unit to your room.
4. Inspect your room and know how to open and close the windows.

### **If You Discover a Fire**

If you discover a fire, smoke or unusual heat please remain calm and dial "0" for the Hotel Operator to report what you have seen.

### **To Evacuate**

1. Keep a wet cloth over your nose and mouth.
2. As you leave your room ensure to close the bedroom door behind you to help prevent the fire from spreading.
3. If there is smoke or it is dark, remain calm and proceed to the nearest fire exit, following the illuminated exit signs.
4. Hotel Personnel will direct you to the emergency assembly point.

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### **If You Cannot Leave Your Room**

1. Stuff a wet towel under the door.
2. Fill your bathtub or sink with water. Regularly re-moisten the wet towel that is keeping the smoke out.
3. Hang a sheet out of your window to signal your presence to fire fighters. Keep the part of sheet still inside the room wet with water from the tub or sink. Do not break the window. Try to keep the window as closed in as possible.

## **Environmental Awareness**

As part of our commitment to the environment we the green team need your effort and support to help us achieve our goals & targets.

The following are some minor items that you could do during your stay in order to help us be more energy efficient at Longcourt House Hotel.

- If you would like to re-use your towels please leave them on the towel rails.
- Turn off all lights, TV and any appliances you may have including plugging out chargers that are not in use when leaving the room.
- Avoid unnecessary use of water.
- Leave any recyclable items beside the general waste bin and we will dispose of them correctly.

We would also like to hear your comments therefore if you see anything that you feel may benefit us; please note this on the comment card and the comments will be passed to the green team leader.

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## **Guest Directory of Services**

The facilities and services detailed in this directory are to assist you throughout your stay at Longcourt House Hotel. If you require any additional information or we have left something out please enquire at hotel reception.

### **Accommodation Services**



Our accommodation services department will provide you with assistance should you require any additional items. This service is available between 9am to 5pm. Should you have any other housekeeping requests outside of these hours, please contact Reception.

### **Airports**

Shannon International Airport is found approximately 45 minutes from Longcourt House Hotel.

Shannon

[www.shannonairport.ie](http://www.shannonairport.ie)

00353 (0)61 712000

Dublin

[www.dublinairport.com](http://www.dublinairport.com)

00353 (0)1 814 1111

Cork

[www.corkairport.com](http://www.corkairport.com)

00353 (0)21 313131

Transfers to all of the above airports are available with the M7 Express & Dublin Coach bus service; please see their website [www.buseireann.ie](http://www.buseireann.ie) or [www.dublincoach.ie](http://www.dublincoach.ie) for the most up to date timetable.

For live flight information, Security information and airport facilities please visit your airports website.

### **Boarding Passes / Printing**



Should you require a boarding pass to be printed please contact reception. This facility is available to guests at a minimal charge.

### **Baby Cots**



Baby cots are provided for children under three years of age at no extra cost, should you require a baby cot please contact the reception. Due to hygiene purposes, we do not provide baby blankets.

### **Banking Facilities**

Allied Irish Bank, Bank of Ireland and Permanent TSB can be found in Newcastle West town centre. An ATM machine can be found in the Centra supermarket located next to the hotel. Foreign exchange facilities are available at the credit union and post office- both located in the town centre. Please enquire at reception for opening hours of both places.

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### **Banqueting Services**



Longcourt House Hotel offers beautifully appointed private dining and conference rooms of varying sizes that can accommodate 10 to 300 persons. Arrangements can be made for meetings, conferences, luncheons, dinners, and special events. A Hotel sales representative would be happy to assist you with any enquiries.

Outside of office hours, please contact the manager on duty via Reception.

### **Check In/Out Time**

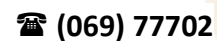


Check in time is at 4.00pm

Check out time is at 12.00 noon.

Late check outs may be requested at the reception. This service is subject to availability and is chargeable per hour. Clients that check out after 3.00 pm will be charged full rate for the following night.

### **Chemist / Pharmacy**



Cahills Pharmacy is located Next to the Hotel

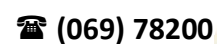
Opening Hours

Monday – Friday: 9.00 – 7.00pm

Saturday: 9.00- 6.30pm

Sunday: Closed

### **Chemist / Pharmacy**



Daarwood Pharmacy

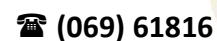
Opening Hours

Monday – Friday: 9.00 – 8.00pm

Saturday: 9.00- 6.00pm

Sunday 12-6.00pm

### **Church Services**



Church of Immaculate Conception,  
Gortboy, Newcastle West

*Mass Time*

Monday- Wednesday: 10am

Thursday & Friday: 7.30pm

Sunday: 9.15am/12pm/7.15pm

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### **Credit / Debit Cards**

Credit cards are widely accepted throughout the hotel. For your convenience it is advised that you open your account at the reception simply by leaving your credit card details. You are welcome to check your account at any time during your stay.

The Hotel accepts the following credit cards: Visa, MasterCard, American Express

### **Deposit Box**

Safety deposit boxes are available in all guest rooms. Should you forget your code please contact reception for access.

### **Doctor**

A local doctor is available Monday to Friday 9-5.30pm please contact reception for details. Outside of these hours Shannon Doc can be contacted.



**0818 123500**

### **Do Not Disturb**

If you do not want to be disturbed by the telephone, please dial "0" and advise Reception. Also, please place the "Do Not Disturb" sign outside your door.

### **Drinking Water**

The tap water in your room is safe to use for tea/coffee making facilities. This water is "potable" for drinking.

### **Dry Cleaning and Laundry**

A same-day laundry and dry-cleaning service is available Monday to Friday. Garments received by 9.15a.m. will be returned by 5.30p.m the same day. Laundry slips and dry-cleaning slips are in the bottom drawer of your dresser.

Please place all garments and laundry slips in one of the laundry bags provided and leave at reception for collection.

*Any laundry and dry cleaning handed into reception on Saturdays, Sundays or Public Holidays will be sent out the next working day.*

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## Family Activities

Below we have created a map of some local attractions within County Limerick (maximum 60 minutes' drive) which we would recommend during your stay.



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### Family Activities Continued

Below we have created a map of some popular attractions for those who are adventurous and want to travel further afield.



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### First Aid

A first aid kit is available at Reception. A Hotel first aider is always on duty should you require immediate assistance, please contact hotel reception.

**The Hotel also has a Defibrillator on site located at reception.**

### Florist / Flowers

Our local florist would be happy to provide for any floral requirements. Service is available between the hours of 9.00 am and 5.00 pm Monday to Saturday. Notice may be necessary for some requirements. Bespoke bouquets can be made with ample notice with the florist directly. Please contact Reception for information or assistance.

Florist Contact Details: Mary Bowring (069)-61822

Email: [bowtay24@gmail.com](mailto:bowtay24@gmail.com)

Mobile 087 7936008

Bespoke bouquets available and prices range from €40 upwards

### Golf

Newcastle West Golf Club	<a href="http://www.newcastlewestgolf.com">www.newcastlewestgolf.com</a>	(069) 35500
Adare Manor Golf Club	<a href="http://www.adaremanorgolfclub.com">www.adaremanorgolfclub.com</a>	(061) 396204
Ballybunion Golf Club	<a href="http://www.ballybuniongolfclub.com">www.ballybuniongolfclub.com</a>	(068) 27146
Charleville Golf Club	<a href="http://www.charlevillegolfclub.com">www.charlevillegolfclub.com</a>	(063) 81257
Limerick Golf Club	<a href="http://www.limerickgolfclub.ie">www.limerickgolfclub.ie</a>	(061) 415146

### Hairdryers

Hairdryers are available in all guestrooms located in bottom drawer of your dresser.

### Hairdresser

Appointments can be made with our local hairdressers:

- Noma's Hair Unisex Salon (069) 77522 3 Market Place, Newcastle West
- Alley Cuts Hair & Beauty Salon (069) 62287 Bishop Street, Newcastle West
- Kult Hairdressing (069) 37938 1 Bridewell Row, Newcastle West
- Hair by Niamh (087) 7307614 Get Glam Salon, South Quay, Newcastle West

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### Lost and Found



In the event, that you misplace a personal article, please contact Reception who centralise all lost property for the hotel.

### Late Checkout/Luggage Room



Late checkouts are offered subject to availability and chargeable per hour. Luggage storage is available at reception please contact reception for assistance.

### Meeting Rooms



A range of well-equipped and versatile meeting facilities are available. For information, please contact the Manager on Duty via Reception.

### Messages

Messages received by the Hotel Operator will be delivered to your room.

### Pets and Animals

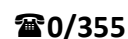
Only guide and special assistance dogs are accepted at Longcourt House Hotel. All animals must be kept off soft furnishings and bedding in rooms.

### Reception



Our Reception desk is manned by a receptionist from 7am to 11pm daily. Our Night team is then available from 11pm to 7am. All of the front office team would be more than happy to assist with your queries.

### Room Service



Our menu is available from 12noon to 8pm daily. After these hours we can offer a selection of sandwiches. Please dial "0" to place any order. All room service trays are subject to a tray charge which your server can inform you of when you call.

***Please note that we do not offer room service for beverages only.***

### Security



Our personnel patrol the hotel 24 hours a day. For further information or any matters in relation to security, please contact the Manager on Duty by calling Reception.

### Shopping

Newcastle West offers a wide variety of shops to suit many tastes and are only a short distance from the Hotel.

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### **Sightseeing Tours**

Please contact the Front Desk for this service. Flyer stand also available in the main lobby. If there is a particular activity you wish to have more information on our reception team would be more than happy to assist.

### **Smoking/E-cigarette**

The hotel is non-smoking hotel.

***There is a fine of 200€ for smoking in a bedroom to cover the cost of additional cleaning following departure.***

The smoking area is located to the left of the main entrance.

The hotel does not permit guests the use of e-cigarettes within the building.

### **Taxis**

Taxis are available on request. If you have an early flight, we would recommend pre booking your transport. Our reception team would be happy to assist with your transport plans.

### **Television**

For information on channels available, please see the full listing of channels at the end of this directory.

### **Telephone**

To obtain an outside line please dial "9" followed by the number you wish to dial; please ensure you entered the prefix. If you wish to call another room simply dial the room number. For further assistance, please consult the telephone directory within this guest directory. Current call charge rate: €1 per minute.

### **Toiletries**



0

Should you require additional toiletries, please contact Reception.

### **Upgrading**



0

Should you wish to upgrade your accommodation, please contact reception.

We will be happy to accommodate your request subject to upgrade fee and availability.

### **Voltage**

All electric sockets are 220 volts A.C, except those specifically marked 110v. A converter is required for 110v and 115v appliances. Adaptors are available from reception when a deposit is paid. Limited stock available

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### Wake-up Calls

Please contact Reception to arrange a wake-up call.

### Wireless Internet Access

For your convenience the Hotel offers wireless internet access throughout the hotel on a complimentary basis via Longcourt House Hotel WIFI. Please contact hotel reception for password.

### Web Site

You can view our hotel and even make your next reservation online by visiting our website: [www.longcourthousehotel.ie](http://www.longcourthousehotel.ie). To keep up to date with offers and promotions from the hotel, please sign up for our newsletter.

Remember to 'like' and 'share' on our social media platforms.

## DINING AT LONGCOURT HOUSE HOTEL

Chasers Bar Bistro is large and colourful bar and casual dining venue within Longcourt House Hotel. It is full of character and ambience and is very popular in the locality. We promise each time you enter you are assured of the warmest of welcomes and a joyful dining experience.

### Room Service

EXTENSION ☎ 0 / 355

### Breakfast Available:

Monday - Sunday 7.00 am – 10.30am

### Chasers Bar Bistro

EXTENSION ☎ 0 / 355

All day menus available from 12.00pm - 8.00pm

Lunch 12pm – 5pm / Dinner 5pm – 8.30pm

Sunday Menu 12pm – 8.30pm

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## **Telephone Directory**

Please contact the Hotel Operator should you need assistance in obtaining calls or information concerning telephone charges.

Current call charge rate: €1 per minute.

For an outside line please dial (9).

To dial another room please dial (5) and the room number.

### **National Dialling Codes**

You will find below a list of the codes required for the major cities in this country.

If you would like to place a national phone call, please follow the steps shown below:

Step 1: Dial 9 for an outside line (9)

Step 2: Dial city or town code (for example 021 Cork)

Step 3: Dial telephone number (6655432)

Therefore, you will dial 90216655432

### **City Code**

Athlone 0902

Ballina 096

Ballinasloe 0905

Castlebar 094

Cork 021

Galway 091

Kildare 045

Killarney 064

Kilkenny 056

Limerick 061

Letterkenny 074

Mullingar 044

Sligo 071

Waterford 051

Wexford 053

Belfast 04890

Derry 04871

Irish Mobile Numbers 087 / 086 / 085 / 083

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## TELEVISION CHANNELS

Channel Number	Channel Name	Channel Number	Channel Name
1	RTE One	32	Chart Show TV
2	RTE 2	33	4Music
3	TV3	34	France Eng
4	TG4	35	TV5 Monde
5	3e	36	TVE INTERNACIONAL EUROPA
6	Be3	37	ZDF
7	Hotel TV	38	DW (English)
8	BBC One NI	39	3sat
9	BBC Two NI	40	KiKA
10	CHANNEL 4	41	ZDFInfo
11	CHANNEL 5	42	Zdf1_neo
12	5STAR	43	CANAL 24 HORAS
13	5 USA	51	RTE Radio 1
14	My 5	52	RTE 2FM
15	Food Network	53	RTE Lyric
16	PBS America	54	RTE Raidio na Gaelachta
18	True Ent	55	RTE Radio 1 Extra
19	True Crime	56	RTE Pulse
20	Pick	57	RTE 2XM
21	5Spike	58	RTE Gold
22	Film4	60	RNE RADIO 1
23	Film4 + 1	61	RNE RADIO 3
24	True Christmas	62	RNE RADIO 4
25	RTE News Now	63	RNE RADIO 5 TODO NOTICIAS
26	Sky News	64	RNE RADIO CLASICA
27	CNN Int.	65	RNE RADIO EXTERIOR DE ESPANA
28	RTE Junior	66	Dlf Nova
29	CBBC	67	DRadio DokDeb
30	Chartshow Hits	68	Dlf
31	The Vault	69	Dlf Kultur

