THE ADDRESS
CITYWEST

Guest Directory

Dear Valued Guest,

On behalf of the Management and Team of The Address Citywest we offer you a very warm welcome to the hotel and to Dublin. We are at your service to ensure that you have the most enjoyable experience withus. Should you require any assistance or information during your stay with us, please do not hesitate to contact our team. To familiarise you with our services we have prepared this guest information.

Thank you for choosing The Address Citywest and we look forward to having the opportunity to welcoming you back in the near future.

Raja Kamran

DIRECTOR OF OPERATIONS

Our staff speak these languages



Afrikaans Welkom



Arabic



Chinese



Croatian Dobrodošli



Czech Vítejte



French Bienvenue



German Herzlich willkommen



Irish Fáilte



PolishWitamy



Portuguese Bem vinda



Romanian Bine ati venit



Russian



Spanish



Urdu

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LOCATION

The Address Citywest is located in the heart of Dublin's business district of Citywest, and moments away from Citywest convention centre, Dublin's Red Luas line is a 15 minute stroll from the hotel and will have you walking down the famous streets of Dublin in no time.

ADDRESS:
The Address Citywest,
KingsWood Village, Naas Road, Dublin 22,Ireland
Phone + 353 1 461 9900 Fax: + 353 1 461 9910
GPS Co-Ordinates: Latitude: 53.3016 Longitude: -6.4182

A

AIR & SEA TRAVEL

For flight and ferry information you may find the following telephone numbers useful:
From your room please dial '9' for an outside line.

Dublin Airport 01 8141111	**Irish Ferries** 0818300400	**Air France** 01 6050383
United Airlines 01 6727070	**Shannon Airport** 061 712000	**Cork Airport** 021 4313131
American Airlines 01 6020550	**Aer Arann** 0818 365044	**British Airways** 1800 626747
Ryanair 0810303030	**Stena Line** 01 2047777	**Aer Lingus** 01 6050383
Knock Airport 094 9368100	**Air Canada** 01 6793958	**US Airways** 1890 925065
Lufthansa 01 8445544		

B

BABYSITTING SERVICE

At Address Citywest we engage the services of an external agency to facilitate any babysitting requirements, with a team of experienced and Garda vetted childcare professionals. Please contact our reception team for further information relating to charges and arrangements. Reasonable notice (normally 24hrs) may be needed should this service be required.

BAGGAGE SERVICE

Should you require assistance with your luggage please do not hesitate to contact our reception team. Please dial '0' from your room. Normal Check-out time of the hotel is 12:00 noon, should you so wish we can arrange for baggage storage after this time.

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BATHROBES

If you are looking to kick back and relax for the evening. Why not call a member of the reception team that will be more than happy to arrange for a bathrobe to be delivered right to your door.

BEDROOM PHONE

Reception \ Operator - **Dial '0'** to reach the **Operator 4**

INTERNAL CALLS

Room to Room Calls - Dial '1' then the room number

EXTERNAL CALLS

Dial '9' for an outside line

LOCAL CALLS

Outside Line + Number (You do not need to dial the 01 prefix in the Dublin area)

INLAND CALLS

Outside Line + Area Code + Number required

INTERNATIONAL CALL

Outside Line + International Network Number + Country Code + Area Code + (delete 0 in local Standard Code) Number required.

BOTTLE OPENER

Please contact Room Service on extension '0'

BUSINESS SERVICES

Photocopying & Fax Services

- Please enquire with a member of our reception team to avail of the above Services. These services are available 24hrs. Phone number of the hotel is: 01 – 4619900 From outside of the Republic of Ireland, 00353 1 461 9900

Private Meeting Facilities

- Private meeting facilities are available to suit any business requirement. Please enquire with the manager on duty whom will be happy to assist you with a viewing and furnish you with all necessary information meeting your requirements.

Preferred Corporate Rates

- Should you be a frequent business traveller and would like to enquire about setting up a preferred corporate rate, please contact our reservations department at: sales.citywest@theaddresscollective.com

BUSES

Please contact the reception for the location of the nearest bus stop.

CAR PARKING

Car park is located under the hotel. Your attention is drawn to the disclaimer notice displayed on arrival to the car park. Car parking is offered on a complimentary basis to hotel residents.

CHECK-IN TIME / CHECK-OUT TIME

Check-in time is 2.00pm and Check-out time is 12.00 noon

CHURCH SERVICES

Church times and information regarding all denominations are available at Reception.

COMMENT CARDS

We sincerely believe that ascertaining our guest feedback is imperative to continuing to offer the highest standards of customer service, in meeting and surpassing our guest expectation. Please find located within this directory a comment card, we very much welcome your comments and suggestions.

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CONCIERGE

The Address Citywest reception desk is delighted to arrange family activities, tour bookings, car hire to discover Dublin and Ireland, a huge range of tickets for theatre shows and special events around the city as well as restaurant reservations and much more. Do not hesitate to contact Reception by **dialling "0"**

DIETARY REQUIREMENTS

Our food and beverage team will be delighted to assist any specific dietary requirements throughout your stay with us. Please do not hesitate to inform a member of our team.

DINING

NORTH Restaurant provides ample and comfortable seating for a relaxed dining experience to our guests & customers choosing to enjoy a meal or just relaxing and having a beverage. NORTH is open from 12 noon to 10.00pm

We can also cater for up to 100 delegates for corporate or leisure lunch groups.
Please contact sales.citywest@northeatery.com for more information.

BREAKFAST

- Monday to Friday 6.30am to 10.00am
- Saturday and Sunday and bank holidays 8.00am to 11.00am

Should you have an early departure we would be happy to accommodate with the service of a continental breakfast at a time of your choice before 7.00am, should you wish to avail of this service please advise a member of our reception team the previous evening or alternatively refer to our room service breakfast menu cards which can be found within this directory.
Continental Breakfast €11.00, Full Irish Breakfast €17.00

LUNCH

NORTH Eatery lunch menu is available from 12 noon.

DINNER

Dinner can be served throughout the week until 10.00pm in the NORTH Eatery.

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THE ADDRESS CITYWEST LOUNGE

Enjoy a pre-dinner drink or specialty coffee in our lounge.
Bar open from 11.30am Monday-Saturday, 12.30pm on Sunday.

ROOM SERVICE

Room Service is available between 12noon and 9.00pm on extension '5300'. Tray charge of €5.00 apply.

DOCTOR ON CALL

The Doctor is on 24 hour call and can be contacted by Reception. A charge applies to all call outs and is payable directly to the doctor.

'DO NOT DISTURB' PRIVACY SIGN

If you do not wish to be disturbed whilst in your bedroom, please place the **'Do Not Disturb'** sign on the door handle outside your bedroom.

DRY CLEANING

We offer a complete same day laundry and dry cleaning service Monday to Saturday, excluding Bank Holidays. Garments received by 9.00am will be returned by 6.00pm. Please find a laundry bag and garment list in the drawer of your wardrobe. Complete the list and contact Reception for collection.

DUBLIN CITY ATTRACTIONS

DUBLIN CASTLE

Dublin Castle is the heart of historic Dublin. In fact the city gets its name from the Black Pool "Dubh Linn" which was on the site of the present Castle Garden. Dublin Castle Tourist Facilities are under the management of the Office of Public Works. The State Apartments, Undercroft, Chapel Royal, Vaults Restaurant, Heritage Centre and Craft Shop are all open to Visitors.

TRINITY COLLEGE DUBLIN

Trinity College is the oldest university in Ireland. Founded in 1592 by Queen Elizabeth 1, the College is in an enviable position in the very heart of Dublin and in 1992 celebrated 400 years.The college is famed for the great treasures it has the honour to be guardian of. These include the Book of Kells, a 9th century illuminated manuscript. The books of Durrow and Armagh and an early Irish harp. These are displayed in The Colonnades exhibition Gallery and the Long Room which houses over 200,000 of Trinity's oldest books.

GUINNESS STOREHOUSE

Set in the centre of one of the world's most famous breweries, which has been on site since Arthur Guinness founded it in 1759, the Guinness Storehouse has rapidly become Dublin's "must see" visitor attraction. The Guinness Storehouse is a dramatic story that begins over 250 years ago and ends in Gravity, the bar in the sky, with a complimentary pint of Guinness, and an astonishing view of Dublin.

THE OLD JAMESON DISTILLERY

The Old Jameson Distillery in Smithfield Village is in the heart of Old Dublin. Irish whiskey can trace its history back to the 6th century. Almost like a tour of a working distillery you can follow the fascinating craft of whiskey making. Finally the tour culminates in the Jameson bar for a traditional Irish whiskey tasting.

SHOPPING

Dublin provides the ideal setting for shopping, offering the visitor a wonderful array of products from traditional Irish handmade crafts to International designer labels. Why not experience the hustle and bustle of Henry Street or take a leisurely stroll down the trendy and demure Grafton Street or even sample the unique mix of colorful outdoor stalls and exotic shops of Temple Bar.

NATIONAL HISTORY MUSEUM OF IRELAND

This museum of museums is famous for its Victorian cabinet style, which houses one of the world's finest and fullest collections' still to be seen today. Two million species, of which roughly half are insects, live side by side with, appropriately for a natural history museum, decorated and sculptured panels depicting mythological figures. This zoological museum encompasses outstanding examples of wildlife from Ireland and the far corners of the globe, some to be seen today and others long extinct.

E

ELECTRICAL CURRENT

The electrical current in Ireland is 220 volts.

EMERGENCY PROCEDURES

Please familiarise yourself with the floor plan routes which are located on the rear of the bedroom door. The plans are designed for each individual room and clearly outline all emergency escape routes from your location.

F

FIRE ALARM ACTIVATIONS

Across the hotel (including your bedroom) there are a series of smoke, heat and gas detection systems which are built into the ceilings. Should these systems identify smoke, increased levels of heat or a source of gas a warning siren will be activated in the area in which the alert has identified as the siren will communicate directly to our management and staff, who will immediately investigate the alert.
In the event of a fire:

1. Raise the Alarm by breaking the glass of the Break Glass Unit.
2. If it is decided to evacuate the premises, the warning will be given by the continuous sounding of the fire alarm.
3. Upon hearing the fire alarms leave the premises immediately by the nearest exit and assemble at the designated Assembly Point at the Hotel.
4. Please close all doors and windows when leaving the room.
5. DO NOT USE THE LIFTS.

For those with impaired hearing or disabled in anyway, there is a card hanging on the door handle which should be placed outside your door in order to receive immediate assistance in the event of an emergency. Please co-operate fully with our staff that are trained in fire evacuation.

FIRE PREVENTION

1. **Do not dry clothes directly on Radiators**
2. **Do not store cases or boxes beside radiators**
3. **Do not use naked flames e.g. candles, light**
4. **Do not leave Irons or Hair straighteners unattended**
5. **A general purpose fire extinguisher is provided for all fires**
6.

EXPRESS CHECKOUT

If you so wish to avail our express check out service please notify a member of our reception team and this service will be promptly organised.

FIRST AID

A First Aid kit is available from the manager on duty.

FLORISTS

Should you wish, you may request fresh floral displays from a local fresh florist for your bedroom. Please contact our reception team who will gladly offer further information and charges.

FOOD SOURCING

All food products sourced by The Address Citywest are from certified Féile Bia approved suppliers. The Address Citywest is fully compliant with current HACCP guidelines.

FITNESS SUITE AND SAUNA

Our latest feature at The Address Citywest is our brand new Fitness Suite and Sauna, available to residents only. Located on our -1 level guests have access to exercise and relax and in our brand new facilities. Our male and female changing rooms with Sauna offer guests privacy to rest and unwind. In our fully air-conditioned Fitness Suite our new equipment comprises of:

Treadmill
Cross Trainer
Bike
Rowing machine
Benches & Free weights
Medicine Balls and Matts
Swiss Balls
Towels and Water are available

Opening Hours: Monday – Sunday 5.00am – 10.00pm, access with hotel key only.

G

GIFT VOUCHERS

Gift Vouchers are available for a range of services in the Hotel, please contact Reception.

GOLF

There are over 300 golf courses in Ireland (many of which are Championship Courses). Stop by the Reception desk where they can discuss available options, travel arrangements and will also book tee times.

GREEN HOSPITALITY

Working towards a gold award best practice

The Address Collective is proud to be a member of Green Hospitality and working towards certification. The Green Hospitality Programme is a Type 1 Eco-label as defined by the International Standards Organisation (ISO) "a voluntary, multiple-criteria based, third party programme that awards a licence that authorises the use of environmental labels on products indicating overall environmental prefer ability of a product within a particular product category based on life-cycle considerations".

Green Hospitality is an Irish designed and managed hospitality environmental certification programme and is supported by the Environmental Protection Agency (EPA) and the tourism sector in Ireland. Certification is awarded in a stepped approach; Eco-label (Commenced), Silver Award (Good Practice), Gold Award (Best Practices). For more information visit www.greenhospitality.ie

The Address Collective strives to continually monitor, enhance and review our environmental goals and objectives in order to reduce our environmental impact as part of our ever evolving ESG programme.

We are committed to seeking out best practice and procedures that can assist us in reviewing our water and energy consumption along with our output of waste and carbon emissions.

We are also committed to finding innovative ways in which our activities can enhance our guest experience in the hotels.

Our objectives in this regard are:

- To comply with and seek out best practice on national and local environmental regulation with a focus on:
  - People Management
  - Health & Safety
  - Human Rights
  - Environment procedures around consumption and output.
- To place environmental performance as a critical success factor in our business and add the relevant KPI's for consumption and waste to our management KPI's for overall business performance. This continual review and action model will enable us to enhance our performance with the following targets being set
  - Carbon Emissions Decrease 5% annually
  - Water Consumption Reduced by 5% annually
  - Waste reduced by 5% annually
- Through our ESG programme and "Green Team" we will identify areas for innovation, creativity and enhancement by seeking out and implementing best practice as relevant to our operations.
- Actively enroll in and aim for success in the Green Hospitality Award programme.
- Embed environment, ethics and community into our induction programme while re-training existing personnel on any new procedures, innovations and projects introduced.
- Educate our customers in a clear, positive and simple way around their role in our minimising environmental impact when using our facilities.
- Have regular and consistent reporting structures that provide our owner with sound information on our performance benched against our goals and the activities planned each quarter.
- Commit through our procurement policy to work with and source suppliers to reduce environmental impact and ensure our suppliers adhere to our commitment to corporate social responsibility.

policy updating

The Address Collective reserves the right to modify this policy at any time. Changes to the policy will be updated in this page and will always aim to be progressive in their nature.

H

HOUSEKEEPING SERVICES

In order to ensure your fullest comfort for the duration of your stay with us at The Address Citywest please do not hesitate to request any of the following items from our accommodation team:

- Additional Towels - Baby Crib - Stationery
- Additional Pillows - Sewing Kit - Shoe Shine
- Soap, Shampoo, Bath Gel - Shaving Kit - Adaptor
- Additional Blankets - Flower Vases - Dental Kit

HEALTH & BEAUTY

Reception will be pleased to make an appointment for you at a number of reputable Health & Beauty salons in the local area.

I

INTERNATIONAL CALLS

Outside Line	International Network	Country Code	Area Code	Number
9	00			

INTERNATIONAL CODES

Country	Country Code	Country	Country Code
Australia	61	Hong Kong	852
Austria	43	Italy	39
Belgium	32	Japan	81
Canada	1	Netherlands	81
China	86	New Zealand	64
Egypt	20	South Africa	27
France	33	Spain	34
Germany	49	Switzerland	41
Great Britain	44	USA	1

INTERNET FACILITIES

All guests at The Address Citywest will enjoy complimentary Wi-Fi internet access throughout the entire hotel. In the Lobby, Guest Rooms, Bar, Restaurant guests may connect to one of our numerous access points on their devices to keep connected with the world. If you require any assistance, kindly contact Reception Desk by dialing “0”, No Password is required for this service.

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ITEMS OF LOST PROPERTY

Please note that we cannot accept responsibility for items lost within or on the premises. Items of property found on the premises are diligently logged and recorded by our accommodation team and every reasonable effort is made to return items to the owners

K KEY CARD

If you misplace your key card, please contact Reception. Photographic Identification is required to redeem a new key. The Old Key will be automatically cancelled.

L LUAS SERVICES

Luas is a state of the art light rail transit system that provides an attractive and unique alternative to the private car. The closest station (Red Line) is Cheeverstown which is approximately 15 minutes' walk from the hotel.

M MAIL/MESSAGE SERVICES

Outgoing mail may be left at Reception for posting daily. Incoming mail and messages are delivered to Reception.

MAINTENANCE

Although we consistently and rigorously strive to ensure the highest technical standards throughout our facilities, should you encounter a fault within your room we would ask you to notify us so that we may take prompt and appropriate action to remedy the issue.

MANAGER ON DUTY

If you wish to speak with the Manager on Duty during your stay at the hotel you are kindly requested to contact Reception by dialling '0'.

MAPS

Maps of the surrounding area, Dublin city and directions around Ireland are available at Reception.

NON-SMOKING

Our property is fully Non-Smoking, Areas to the front and side of the hotel are the only areas Smoking is Permitted. Guests who smoke in a Bedroom will be Subject to a Cleaning Fee of €100.

P PETS

Pets are not permitted in the Hotel except for Guide Dogs.

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PUBLIC TRANSPORT

For local and nationwide schedules, please contact Reception.

SAFETY DEPOSIT BOX

Each of our bedrooms are equipped with safety deposit boxes for your convenience and security instructions are provided and there is no charge for this service. Should you require safety storage for larger items please enquire at reception to store in the hotel safe.

SIGHTSEEING TOURS

Please contact Reception who will be pleased to advise you on a wide variety of places to visit.

TAXI REQUIREMENTS

For all Taxi bookings please contact Reception on "0"

TRAINS

Please contact the Reception for timetables or information on a destination. Two main stations are located in Dublin; Connolly Train Station located 28 minutes drive from the hotel and Heuston Train Station located approximately 20 minutes away.

TELEVISION

There is a wide choice of TV Channels available in your room. Channel numbers are:

1. RTE One	21. Sky News	41. DW (ENGLISH)
2. RTE Two	22. Pick	42. RTE RADIO 1
3. TV3	23. The Vault	43. RTE 2FM
4. TG4	24. Chartshow Hits	44. RTE LYRIC
5. 3E	25. TV5 MONDE	45. RTE RADIO NAGAELTACHTA
6. Be3	26. Food Network	46. RTE RADIO 1 EXTRA
7. BBC One	27. France Eng	47. RTE PULSE
8. BBC Two	28.ZDINFO	48. RTE 2XM
9. Channel 4	29. ZDF_Neo	49. RTE GOLD
10. More 4 + 1	30. True Ent	50. DLFKULTUR
11. Spike	31. True Crime	51. DLF
12. Channel 5	32. PBS America	52. DRADIODOKDEB
13. 5 USA	33. ZDF	53. DLF NOVA
14. SSTAR	34. TV INTER EUROPA	54. RNE RADIO 1
15. MY5	35. CANAL 24 HORAS	55. RNE RADIO 3
16. RTE News	36. CNN INT	56. RNE RADIO 4
17. Film Four	37. CHART SHOW TV	57. RNE RADIO 5 TODO
18. Film Four	38. True Movies	58. RNE RADIO CLASICA
19. CBBC	39. 3 Sat	59. RNE RADIO EXTERIOR DE ESPANA
20. RTE Junior	40. KIKA	

TOURIST INFORMATION

Please contact the Reception who will be delighted to assist you.

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TURN DOWN SERVICE

Turn down service is available upon request. Please dial “0” to contact reception to avail of this service.

UMBRELLAS

Should you require and umbrella during your stay with us to combat the elements, please feel free to request one at Reception.

WAKE-UP CALLS

Please book with our reception team your desired time for a wake-up call. **Dial “0”** to speak with a team member.