

*Dear Guest,*

WELCOME TO THE **SHANNON SPRINGS HOTEL**,

Our charming hotel is owner managed and is truly a haven in the heart of Shannon. Over the years we have become renowned for our great tradition of service to our guests. Our team's sole effort is to make your stay with us a totally enjoyable and relaxing one that exceeds your expectations.

Shannon is the perfect base on the "Wild Atlantic Way" whether you're visiting the north or the south of County Clare. Shannon is just 3.5Km from Bunratty, 22km from Ennis, 16Km from Limerick and within one hour's drive to our stunning coastline.

So whether your visit is on business or pleasure, you may be assured that we will endeavour to make your visit as pleasant and enjoyable as possible.

I hope that this directory of services, with a brief outline of our facilities will make your stay more enjoyable and help you to become properly acquainted with the services of the Shannon Springs Hotel and indeed the attractions of County Clare.

If you require any further information please do not hesitate to contact any of the team and they will be delighted to be of assistance to you.

Thank you for choosing the **SHANNON SPRINGS HOTEL**.

We look forward to serving you and making your stay with us more relaxing and rewarding.

Kind Regards

*John Gavin & Dermot Kelly*

Owners/Directors



**Wi-Fi Password: GastroFood**

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BALLYCASEY, SHANNON, CO. CLARE, IRELAND  
T: 061 364 588 | E: INFO@SHANNONSPRINGSHOTEL.COM  
WWW.SHANNONSPRINGSHOTEL.COM

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# GUEST DIRECTORY

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## A

**ACTIVITIES**

For details on a variety of activities & places of interest in the local area for all ages please see our brochure/information stand located in reception.

**AIR CONDITIONING****ALL ROOMS ARE FULLY AIR CONDITIONED**

To turn on air conditioning press  button.

Choose from indicator Sun or Snowflake using arrows left & right and pick the temperature using arrows up and down.

Sun is for heating up the room and snowflakes is for cooling the room.

Give it about 15 minutes to reach the set temperature.

**AIRLINE RESERVATION**

For flight information, confirmation or alternations, you may find the following numbers useful or alternatively the front desk can assist you:

Shannon Airport: +353 (0) 61 712000

Dublin Airport: +353 (0) 1 8141111

Cork Airport: +353 (0) 21 4313131

**ATM**

Located on site in The Old Lodge Gastro Pub.

**ADAPTERS**

Available to purchase in the vending machine.

## B

**BABY-SITTING**

We have partnered up with a professional child care company 'LMMcare'

View their website: [www.lmmcare.com](http://www.lmmcare.com)

**Phone:** 083.1704464 or 01.5241066 **Email:** [hello@lmmcare.com](mailto:hello@lmmcare.com)

Reception are happy to provide you with information on these also by dialing (0) for reception.

**BANKS**

The following are the banks in Shannon:  
AIB & Bank of Ireland.

Banks / Bureau de Change opening hours  
Monday to Friday 10.00am - 4.00pm

**BANQUETING**

Please contact reception on (0), who will arrange for you to meet with our Manager on Duty who will help with any requirements that you may have.

**B****BAR/OLD LODGE GASTRO PUB***Live.Laugh.Lodge*

The Old Lodge Gastro Pub is located on the ground floor opposite the reception desk. It has a traditional & relaxed atmosphere. Our products range from: Coffee/Light Snacks, Gastro Lunch, Early Diner Menu plus Full Evening Gastro Menu.

Times of opening are as follows:

Sunday-Thursday 10.30am-11.30pm.  
Friday and Saturday 10.30am-12.30pm.

Residents Bar is available after hours by ordering drinks from our Night Porter at reception.

**BEAUTICIAN**

Shannon has numerous beauticians locally. They offer a wide range of treatments from head to toe. Please contact reception on (0), who would be happy to arrange an appointment for you.

**BREAKFAST**

Full Irish Breakfast & Continental Breakfast is served in Kelvin's Restaurant.

Monday to Friday 7.00am - 10.00am  
Saturday & Sunday 7.30am - 10.30am

**BUSES**

Bus Stop located directly outside the hotel.  
Dial extension 0 for reception for more information.

**C****CAR HIRE**

There are numerous car hire companies located at Shannon Airport. View [www.shannonairport.ie](http://www.shannonairport.ie) under Explore Ireland and select car hire for contact details.

**CAR PARK**

Our residents' car park is located to the front/rear of the hotel. Please do not leave any valuables visible in your car.

**CASH POINT**

Located on site in The Old Lodge Gastro Pub.

**CHECK OUT TIME**

Check out time is at 11am unless prior arrangements have been made through reception. €25 for late checkout can be requested by dialling (0) for reception (subject to availability).

## C

**CHARGING EQUIPMENT**

Adapters available to purchase in the vending machine.

**CHEMIST**

There are numerous chemists within a short walking distance from the hotel. Please dial (0) for reception for directions.

**CHURCH SERVICES**

**John & Paul Church Shannon** (Roman Catholic)

Thursday & Friday	7.00pm
Saturday	6.30pm
Sunday	10am & 12.15pm

**CIGARETTES**

A cigarette vending machine is located in The Old Lodge Gastro Pub. Just ask for a token at the bar operating U25 policy.

**CINEMA**

Please ask at reception for movie times and details of nearest Cinema.

**COMMENT CARDS**

We would appreciate your comments on our Hotel/Services & Staff. Please find your comment card in your bedroom folder. When completed please place it in the comment card box located on the reception desk.

**COT (FOR A BABY)**

Please contact reception on extension (0), if you require a cot.

**CREDIT CARDS**

All major credit cards are accepted ie. Visa, MasterCard, Amex, Maestro, Diners.

## D

**DENTIST**

Shannon has 2 Dental Practices locally. Please contact reception by dialing (0), who will do their utmost to make an appointment for you between Monday and Friday.

**DENTAL KITS**

Available to purchase in the vending machine.

**DOCTOR**

Shannon has numerous Doctor Surgeries available Monday to Friday. After hours we have Shannondoc service which operates 24 hours a day. In the event that you require a doctor contact reception by dialing (0) for assistance, otherwise dial direct on 0818 123500. Please inform reception if you have requested a doctor to the hotel.

## D

**DRUG STORE**

There are numerous chemists within a short walking distance from the hotel. Please dial (0) for reception for directions.

**DRY CLEANING**

A same day dry cleaning service is provided. Items handed into reception by 9am will be returned the same day by 8pm. You will find a dry cleaning bag and list in the top drawer in your bedroom. Please note that items left in the room will not automatically be sent for Dry Cleaning. For immediate collection please call reception by dialling (0). Please note there is no service on Sundays or Bank Holidays.

**DUTY MANAGER**

There is a Manager on duty at all times. Should you wish to speak to one of our Management Team, please contact reception on (0).

**DINING****BREAKFAST**

Monday to Friday 7.00am - 10.00am  
Saturday & Sunday 7.30am - 10.30am

**GASTRO LUNCH** – The Old Lodge Gastro Pub  
Monday to Sunday 12.00pm – 3.00pm

**DINNER** – The Old Lodge Gastro Pub  
Monday to Sunday 3.00pm - 9.30pm

## E

**EMERGENCY**

In the event of an emergency, please dial (0).  
En cas d'urgence, veuillez composer le (0)  
Im Notfall wählen Sie bitte (0)  
En caso de emergencia, por favor marque (0)

## F

**FACE CLOTHS**

Available on request from reception.

**FIRE PRECAUTIONS**

The hotel is equipped with an extensive fire alarm system. These systems are maintained & tested regularly. Please see Emergency Fire Exit notice on the back of your bedroom door.

**FIRST AID**

Specific members of hotel personnel are qualified to administer medical first aid. Please contact reception if first aid is required.

## F

**FOREIGN CURRENCY**

The following are the banks in Shannon:  
AIB & Bank of Ireland.

Banks / Bureau de Change opening hours  
Monday to Friday 10.00am - 4.00pm

## G

**GOLF**

Shannon Golf Club is located just 5km away. Reception will be happy to assist you in booking a round of golf on the local course.

There are several championship courses within an hour drive from Shannon including the World renowned Lahinch Golf Club, Trump International Golf Links Doonbeg, Dromoland & Adare Manor.

**GIFT CARDS**

These are readily available at reception, we recommend a monetary value and they can be issued for the following.

- 1: Accommodation.
- 2: Lunch & Dinner.
- 3: Midweek/Weekend Breaks, Specials Breaks
- 4: Afternoon Tea

## H

**HAIRDRESSING**

In Shannon there are numerous hair salons. Please contact reception on extension (0) who will arrange an appointment for you in one of the local hair salons.

**HAIRDRYERS**

A hair dryer is located in the top drawer of your dressing table.

**HEATING**

Please see instructions above radiator in your room.

## I

**ICE**

Ice is available from The Old Lodge Gastro Pub on request or by contacting reception on extension (0), where we will be happy to assist you.

**INTERNET (WI-FI)**

Complimentary Wi-Fi access is available throughout the Hotel. Please find the WiFi password on the first page of this directory.

**INFORMATION**

Please contact reception by dialling (0). We will be pleased to help you with your enquiries or any general information that may not be in our In-House Directory.

**K****KEY CARD**

Should you lose your room card, please inform reception immediately. A replacement card will be issued and the mislaid Key Card will be automatically cancelled.

**L****LAUNDRY**

A same day Laundry service is provided. Items handed into reception by 9am will be returned the same day by 8pm. You will find a dry cleaning bag and list in the top drawer in your bedroom. Please note that items left in the room will not automatically be sent for Dry Cleaning. For immediate collection please call reception by dialling (0). Please note there is no service on Sundays or Bank Holidays.

**LIBRARY**

The Library is located a short walking distance from the hotel. Please dial (0) for reception for directions.

**LOST PROPERTY**

In the event of property being lost or mislaid please contact us at reception by dialling (0) where our Accommodation Manager will be happy to assist you.

**LUGGAGE**

If you require your luggage to be brought down from your room please contact reception on extension (0) and we will organise a Porter to assist you.

**M****MAIL/MESSAGES**

Mail arriving for guests will be placed into your bedroom. Should you be expecting mail or messages please advise reception. Outgoing mail leaves the hotel at 4.00pm from Monday to Friday. Should you wish to leave mail at the desk for posting we will be happy to do so for you at the agreed postage rate.

**MILK**

Should you require fresh chilled milk for your tea/coffee in your bedroom please contact reception on extension (0).

**N****NEWSPAPERS**

Limited Daily Newspapers are available at the reception desk. Should you have a special newspaper request please order it through reception on extension (0) the evening prior to delivery and we will do our utmost to assist you.

**O****OPTICIANS**

Please contact reception on extension (0) who will be happy to arrange an appointment for you.



## P

**PHONE CHARERS**

Available to purchase in the vending machine.

**PHOTOCOPYING**

We offer a full photocopying service, which is charged at a per copy rate. Please contact reception on extension (0).

**PILLOWS**

Should you require an additional pillow, please contact reception by dialling (0) and they will be happy to arrange delivery to your room.

**PRESSING**

Iron & Ironing Boards are in all bedrooms in there wardrobe.

**PRINTING SERVICE**

Available through reception.

## R

**RESERVATIONS**

Ongoing hotel reservations can be made with reception prior to departure or by viewing our website on [www.shannonspringshotel.com](http://www.shannonspringshotel.com).

**ROOM SERVICE**

For breakfast to be delivered to your room, please complete the breakfast card that is hanging on the back of your door and hang outside your door before 3am. For drinks, snacks or dinner please contact reception on extension (0) who will be happy to take your order. A tray charge will apply.

## S

**SAFETY DEPOSIT**

Management cannot accept liability for the loss of valuables unless they are deposited for safe keeping. Please ask our receptionists for further information by dialling (0).

**SECURITY**

Please ensure that your bedroom is firmly locked when leaving your room. You are requested to deposit your valuables in the Safety Deposit Box in reception.

**SHAVING KITS**

Available to purchase in the vending machine.

**SEWING KITS**

Available on request by dialling (0) for reception.

## S

**SHOE SHINES**

Available on request by dialling (0) for reception.

**SIGHTSEEING**

Personal tours can be arranged by contacting reception on extension (0) or by viewing our brochure stand situated just off reception.

**SLIPPERS**

Available upon request at reception.

**SMOKING**

Smoking is prohibited inside the building, the public smoking area is outside the bar of the hotel. Please help us comply with this legal requirement.

**SPECIAL OCCASIONS**

Please advise reception if you are celebrating a special occasion or if you would like us to arrange any special items for you e.g. flowers, wine, birthday cake etc.

## T

**TAXIS**

Reception will assist with taxi / chauffeur service. Please allow advance notice if booking a taxi to the airport. Taxis for the following morning should be booked the night before to avoid delay.

**TEA/COFFEE**

This is located on the dressing table and is complimentary. Should you require any additional items please contact reception.

**TELEPHONES**

Dial (0) for reception  
Dial room number to call another room  
Dial (9) for an outside line and now dial your number.

**TELEVISIONS****TV Channels**

RTE One  
RTE Two  
Virgin Media 1  
TG4  
Virgin Media 2  
Virgin Media 3  
RTE Junior  
UTV  
RTE News Now

Tithe an Oireachtais  
BBC One NI  
BBC Two NI  
BBC News  
ITV + 1  
Channel 4  
ITV 3  
ITV 3 + 1  
Film 4

E4  
POP  
True Movies  
True Movies + 1  
True Entertainment  
True Entertainment + 1  
CBBC  
Pop Max

## T

**TURN DOWN SERVICE**

Available on request by contacting reception on extension (0).

## U

**UMBRELLAS**

Umbrellas are available on request at reception.

## V

**VAT RECEIPTS**

VAT receipts are available on request from reception on (0).

**VASE**

If you require a flower vase please contact reception on (0).

**VALUABLES**

Management cannot accept liability for the loss of valuables unless they are deposited for safe keeping. Please ask our receptionists for further information by dialling (0).

**VENDING MACHINE**

We have 2 vending machines, one located in the lobby and one on 2nd Floor.

## W

**WAKE-UP CALLS**

You may book your wake up call by contacting reception on (0).

**WI-FI INTERNET**

Complimentary Wi-Fi access is available throughout the Hotel, the password is printed on the front page of this directory.



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