

Welcome



KENMARE BAY HOTEL & RESORT

guest directory

Dear Guest,

On behalf of the management and staff, I would like to offer you a warm welcome to the Kenmare Bay Hotel & Resort.

We hope you enjoy your stay with us and that you experience the comfort, warmth and friendliness of our award-winning hotel.

This directory provides you with details on the facilities and services available, together with some local information that we hope will help make your stay more fulfilled. Should you have any specific queries, please take a look at our information stand, situated in the hotel lobby, or contact our reception staff who will be pleased to help you.

We thank you for staying at the Kenmare Bay Hotel & Resort and extend our best wishes for a safe and memorable visit to Kenmare.

If I can be of any service throughout your stay, please do not hesitate to contact me.

Kind regards



Andrew Rees
General Manager

We hope you find the following A-Z information helpful. Please contact reception should you have any queries.

Hotel Telephone Information

Reception	EXT 0
Dinner Reservation	EXT 0
Health Club & Bay Beauty	EXT 126

A

Accommodation Services

In addition to our daily cleaning service for all hotel bedrooms, our accommodation staff will be pleased to supply the following items on request for your additional comfort;

- Additional Blankets
- Additional Pillows
- Adaptors (deposit required)
- Iron & Ironing Board
- Additional Towels
- Travel Cots
- Mini Fridges (Limited supply)

A daily cleaning service and linen change is available also for our Self-Catering Properties at an additional charge of €50 per day. 24 hour's notice is required. Contact reception for more information.

B

Babysitting Service

We will be happy to arrange this for you. We have a list of tried and trusted babysitters. Advance notice will be required and there is a set rate of pay. All our babysitters are over the age of 21. Contact reception for more information.

Banking

There is Bank of Ireland branch in the Square and an AIB branch in Main Street. A Credit Union office is situated on the road into Kenmare. Banks open Monday – Friday; please contact reception for opening hours.

Banqueting

Our fabulous Banqueting Suite boasts fantastic Views of the Kerry Mountains and is the perfect venue for your Wedding, Civil Ceremony or Corporate Function. Contact reception for more information.

Bay Beauty

Bay Beauty is located at the Health Club and offers a wide variety of beauty and body treatments. For details on booking, please contact the Health Club.

Bar

Enjoy a light bite or something filling in our Courtyard Bar. We also offer a range of Speciality Teas & Coffees.

Business Information

(a) Fax: A faxing facility is available at reception.

(b) Internet, Email and Wifi Services. See directory under "I".

(c) Mail: All mail can be left at Reception for posting. Stamps are also available for sale.
Kenmare Post Office is located in Henry Street – 064 66 41490.

C

Checkout

Our checkout time is 12.00 pm for the Hotel and 10.00 am for the Holiday Homes & Lodges.

E

Environment

We at the Kenmare Bay Hotel & Resort are very privileged to live and work in these natural unspoiled scenic surroundings. With this in mind we must take the environment into consideration. Without compromising the holiday experience of our guests our aim is to conserve the natural resources of the area, for the enjoyment of visitors and locals alike. We promote environmental responsibilities whilst also minimizing the environmental impact of our business activities. The Kenmare Bay Hotel & Resort will endeavour to comply with environmental legislation and approved codes of practice. We can all make a useful contribution and help preserve this unique natural area for future generations.

F

Fáilte Ireland

For information on Fáilte Ireland Maximum Tariff Charges, please see dressing table drawer or on display in the Self-Catering Properties.

Fire Safety

Please read the fire notice available in each room and Self Catering Property and take note of the fire exits nearest to you.

- On hearing the alarm, leave the building by the nearest available exit, closing your door.
- Do not stop to collect personal belongings.
- Guests should proceed to assembly point at the front of the Hotel.
- Do not re-enter the building until advised to do so.

First Aid Kit

First aid kits are situated at hotel reception, Health Club and all self-catering properties.

G

Gift Vouchers

Gift vouchers are available for purchase at the hotel reception desk.

H

Hair Dryer

Hair Dryer is either wall-mounted or is located in the bedside locker of your bedroom. It is located in the hot press of the Holiday Homes and in the centre drawer of each dressing table in the Holiday Lodges.

Heating

Heating is individually controlled in the superior bedrooms and self-catering properties. They are on a timer in our standard bedrooms. Should you require assistance, please contact reception.

I

Internet/Wi-Fi

A coin operated computer is available in our entertainment lobby. Change is available at reception. Wi-Fi is available throughout the hotel; for the access code please contact reception.

Ice

If you require Ice, this can be obtained from the Courtyard Bar.

K

Kenmare

A quiet walkway from the hotel leads you directly into the heart of Kenmare town in three minutes. Kenmare is a small piece of heaven renowned for its award-winning restaurants, quality shopping, fine pubs and lively atmosphere.

Situated at the junction of the Ring of Kerry and the Beara Peninsula and part of the Wild Atlantic Way, Kenmare enjoys a picturesque setting and is the perfect base from which to explore the beautiful Kerry countryside. Visit www.kenmare.ie for more information.

Kids Club

Our Kids Club is available to children aged 5-12 years on select weekends and during school holidays and must be pre-booked with the hotel Health Club.

L

Laundry

A daily service is available Monday to Friday. Laundry bags and price lists are in the dressing table drawer of all hotel bedrooms. Contact reception for more information.

Leisure Centre

Incorporating a 18m Swimming Pool, Sauna, Steam Room, Jacuzzi and Gym, the opening times are as follows: Monday to Friday 7am – 9pm, Saturday & Sunday 8am – 8pm. Persons under the age of 16 years may use the Leisure Facilities from 9am-7pm. Persons under the age of 12 years must be accompanied by an adult at all times. The Jacuzzi, Steam room and Sauna areas are restricted to adults only. Persons under 17 years are restricted from using the Gym at all times. Swimming hats must be worn in the pool and can be purchased for €2.00. Contact the Health Club for more information.

Local Activities

Kenmare offers a wide variety of activities for all ages. Information can be found next to the reception desk or contact reception directly.

Lost Property

Any lost property found in the hotel is placed in storage. Please contact reception for more information.

M

Maintenance

Should any facilities be out of order, please inform reception.

Maps

Maps of the town are available free of charge at reception on the information stand.

Medical Information

(a) Chemists/Pharmacists

- Brosnan's Pharmacy, Henry Street, Kenmare 064 66 41318
- Sheahan's Pharmacy, Main Street, Kenmare 064 66 41354
- McSweeney's Pharmacy, Kenmare Shopping Centre 064 66 79880

(b) Dentists

- Dr Con O'Leary BDS, NUI, The Square, Kenmare 064 66 42621
 - Dr Gerry McCarthy, Coffey's Row, Kenmare 064 66 41650
- Alternatively, please contact Reception to make an appointment.

(c) Doctors

- South Doc for outside Surgery Hours: 1850 335 999
 - Drs Rory and Bernie O'Driscoll, Medical Centre, Kenmare 064 66 41333
 - Drs Rose and Hilda Crushell, Medical Centre, Kenmare 064 66 41514
 - Dr Vincent Boland, Shelbourne Street, Kenmare 064 66 41303
 - Kenmare Health Centre 064 66 42414
- Alternatively, medical attention can be arranged through Reception.

(d) Emergency Numbers

- Gardaí (Police), Fire, Ambulance, Marine & Mountain Rescue – 999
- Kenmare Gardaí (Police) – 064 66 41 177

(e) Hospital

- Kenmare Community Hospital 064 66 41008/41359

Messages

Messages received for guests will be held at reception for collection.

Mobile Phone Chargers

We have a selection of different mobile phone chargers available for a deposit fee at reception.

Morning Calls

Please contact reception if you require a wake up call.

N

Night Manager

The night manager is available throughout the night. Should you wish to contact him, please contact ext 0. If there is no reply, please repeat your call after a 5-10 minute interval, as they may be on a routine security patrol.

P

Payments

The following methods of payment are accepted at reception – Cash, MasterCard, Visa and Visa Debit.

R

Religious Services

- Holy Cross Catholic Church, Kenmare: Tel: 064 66 41 352. Daily Mass at 10.00am. Saturday Vigil at 8.00pm. Sunday Masses at 9.30am and 12 noon.
- St Patrick's Church of Ireland, Belheights, Kenmare: Tel: 064 66 41 121. Sunday Mass is at 12 noon.
- Methodist Church, Kenmare: Tel: 064 66 31 613. Sunday Worship Service (and Children's Church) takes place at 11.00am.

Restaurant

The Bay Restaurant is located next to reception. We have carefully selected the best of local ingredients to provide you with an exciting and delicious dining experience. Our philosophy is simple, fresh food prepared to the highest standards, in harmony with a fine selection of wines chosen to complement the cuisine. To make a reservation, contact reception.

S

Safe Deposits

Please contact reception if you wish to leave any valuables in our safe.

Self-Catering Information

(a) Appliances

Appliance information and operating instructions can be found adjacent to the fire point in the kitchen.

(b) Fire Notice

- Please Take Note of all exits and firefighting equipment (located beside cooker in Kitchen).
- On hearing the alarm, leave the building by the nearest available exit.
- Do not stop to collect personal belongings.
- Guests should proceed to assembly point at the front of the Hotel.
- Do not re-enter the building until advised to do so.

(c) First Aid

First Aid Kit is available in the corner press of the kitchen.

(d) Recycling

Recycling Facilities are situated beside house No.10 or Lodge No 28.

- **Red Bin:** for All Glass.
- **Blue Bin:** for papers, Clean Cardboard, Plastic, Tins, Cans.
- **Green Bin:** for General Rubbish (Nappies, Food).

Your co-operation is greatly appreciated.

(e) Television

Operating instructions for television, Chorus and DVD player can be found next to the television set in the living room.

Smoking Policy

Smoking is not permitted in the hotel. A deep cleaning charge will apply to guests on departure who do not comply in order to cover the extensive cost of restoring guest rooms to a smoke free condition. We do provide smoking areas outside the building to accommodate the needs of our guests who smoke.

T

Television

Please consult the channel guide next to your TV in the hotel bedrooms.

Travel Information

(a) Airports

The closest airport to Kenmare is Kerry Airport, which is located in Farranfore. Farranfore is approximately 50 minutes drive from Kenmare. Car hire is available at the airport. Take the direct route via Kilgarvan or the more scenic Moll's Gap route. Kerry Airport Telephone No: 066 976 4644.

(b) Bus Service

Bus Eireann provides the local bus service into Killarney, which departs from the top of Main Street in Kenmare. Times to and from Killarney vary so it is best to check with the Bus Station.

Killarney Bus Station: 064 66 34777.

(c) Car Hire

All car hire is available from Kerry Airport. Telephone: 066 976 4644.

(d) Taxi Service

Contact Reception if you would like to order a local taxi. Please don't forget to give your room number.

(e) Train Service

The nearest train station is Killarney. Telephone: 064 66 31067, and see details above for connecting bus services

U

Umbrellas

Umbrellas can be rented from reception for a refundable deposit of €10.00.

Y

You

Nothing is more important to us than you so please do not hesitate to let us know if you need anything at all.