

THE
ADDRESS
CONNOLLY

Guest Directory



Dear Valued Guest,

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

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

Brian McGettigan

LOCATION

The Address Connolly is located in the centre of Dublin City opposite Connolly Train Station, Dublin's Red Luas line and a short stroll from Dublin's Irish Financial Services Centre (IFSC).

The main thoroughfare of Dublin City, O'Connell Street is minutes walk away leading to the heart of Dublin's shopping areas including Henry Street, Powerscourt Centre, Grafton Street & St. Stephens Green.

THEATRES:	Abbey Theatre	MUSEUMS:	Trinity College
	Gate Theatre		James Joyce Museum
	Gaiety Theatre		National Museum
	Olympia Theatre		National Art Gallery
	Bord Gáis Energy Theatre		National Library

And of course Dublin is home to Irelands National GAA Stadium, Croke Park which is a 15 minute walk from our property. Host to some of the biggest national and international music artists, the 3 Arena in Dublin Docklands is only minutes journey on the Luas equally conveniently located to The Address Connolly to have hosted some of the most high profiled sporting events in recent times.



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

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 11.30am, should you so wish we can arrange for baggage storage after this time.

BANKING SERVICES

There are several banking institutions in immediate proximity to the hotel, each offering comprehensive services. Hours of business for bank and other financial institutions are as follows:

Monday – Friday 10.00am – 4.00pm (Except Thursdays, 10.00am – 5.00pm)

BARBER/HAIRDRESSERS SERVICES

There are a number of hairdressers and barbers situated on or close to Amiens Street. Please contact concierge or reception who will be happy to assist.

BREAKFAST

Full Irish Buffet and Continental Breakfast is served in The Breakfast room which is located on level 0 of the hotel and accessible via the elevators. This is a spacious bustling restaurant serving extensive buffet breakfast each morning from 7.00am – 10.00 Monday to Friday and 7.00am – 11.00am on Saturdays, Sundays & Bank Holidays.

Should you have any special dietary requirements please do not hesitate to inform a member of our team. Should you have an early departure we would be happy to accommodate with the service of a continental breakfast at a time of your choosing before 7am, 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.

Full Irish Breakfast: €16.50

BUSINESS SERVICES

Photocopying & Fax Services

- Please enquire with a member of our reception team to avail of either of the above mentioned services. These services may be availed of 24hrs. Please note the fax number of the hotel is; 01 - 8363561, from outside of the Republic of Ireland, 00353 1 8363561

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 sales.connolly@theaddresscollective.com

CAR PARKING



Parking at The Address Connolly is both close and convenient for our guests. We have partnered up with the [Irish Life Car Park](#) to offer guests an overnight (24 hour) rate of just **€14**.

The car park is [located](#) in The Irish Life Mall and is only a 5-minute walk to the Hotel

The car park is currently open at these times:

- Monday to Friday 6:30am to midnight
- Saturday 8:00am to midnight
- Sunday 10:00am to 9:00pm

(Subject to change so please visit [Irish Life Car Park](#) for opening times):

How it works?

When you arrive:

Guests who park at Irish Life car park will be issued an **“Entry Ticket”** on entry to the car park as normal.

When you depart:

- When checking out the Hotel our receptionist will give you a **“Rebate Ticket”** which you will need in order to claim your discount
- When you return to the car park to collect your car, go to the pay station
- Insert your **“Entry Ticket”** into the pay station, followed by the **“Rebate Ticket”**
- The parking charge fee will reduce to a maximum of €14 for any visit of up to 24 hours (From the maximum rate of €32.00)
- Pay the reduced fee; collect your ticket and safe home.

Some small terms and conditions apply:

All cars are parked at the owners' risk. Neither Park Rite nor The Address Connolly will have any responsibility for damage to any vehicle or its contents while entering, exiting or parking in the Irish Life car park. The car park can only be accessed during the advertised opening times. Times may

change seasonally so it is the car park.

drivers' responsibility to [check the opening times](#) when entering the

CAR RENTAL

Our concierge or the manager on duty will be pleased to assist you in making arrangements for self-drive needs, including bookings, collection and delivery.

CHECK OUT TIME

Our check out time is 11.30am daily. To extend your check out time please contact reception and every effort where possible will be made to accommodate you. We kindly request that you ensure to deposit your room key/s with reception on departure.

CHURCHES AND PLACES OF WORSHIP

Churches of all denominations are within easy access of the hotel and our concierge or reception will provide you with directions and current times of service.

CINEMA

The Savoy Cinema – Located on O'Connell Street, 10 minutes walk from The Address Connolly . The Savoy has been in operation as a cinema for over 40 years and has hosted the Irish Premiers for countless films.

Opening Times: Monday – Sunday 1.30pm – 11pm

Cineworld Cinema – Located on a Parnell Street, 15 minutes walk from The Address Connolly .

Opening Times: Monday – Sunday 10.00am – 11pm

COMMENT CARDS

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

CONCIERGE

Our dedicated concierge team extend their hospitality led by our Dublin Concierge Kieran Doherty. The Address Connolly Concierge desk is delighted to arrange family activities, tour bookings, car hire to discover Dublin and Ireland, 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 Kieran directly at concierge.connolly@theaddresscollective.com or at Extension 2305



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.

DOCTOR ON CALL

The house doctor is available to attend the hotel upon request. Please contact reception and we will ensure the request is fulfilled and the doctor will attend. A visit from our on call doctor will incur a medical charge payable to the doctor in attendance.

DO NOT DISTURB

If you do not wish to be disturbed please place the do not disturb sign included in this directory on the outside of your room door handle.

DRY CLEANING & LAUNDRY SERVICE

Should you so wish we are pleased to offer a laundry and/or dry cleaning service on request Monday – Friday, for same day delivery please make your request pick up before 9.00am (excluding bank holidays). Items will be sent and collected for service as required by a team member.



EXPRESS CHECKOUT

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

EXPERIENCE BOXES

THE
ADDRESS
COLLECTIVE



The Experience Box

Why not treat yourself to an experience box to enjoy during your stay at The Address, or take home and enjoy at Your Address. There are many experiences to choose from which can help you unwind, indulge, celebrate or just experience something new.

Enquire at reception or dial "0" for more information
Connolly • Citywest • Cork



FLORISTS

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

FOOD SOURCING

All food products sourced by The Address Connolly are from certified Feile Bia approved suppliers. The Address Connolly is fully compliant with current H.A.C.C.P guidelines.

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 Practise), Gold Award (Best Practise). 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 Connolly and Premier Club Suites 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

G

GYM & SAUNA

Located on level '0' of the hotel are our Scandinavian Saunas and also our fully equipped gym which are open daily from 7am – 11pm. Should you wish to use the Sauna, please contact our Reception Team by dialling "0" and allow 20 minutes to heat up.

I

INTERNET ACCESS

All guests of The Address Connolly may enjoy complimentary Wi-Fi internet access throughout the entire hotel. In the Lobby, Guest Rooms, Bar, Resident Lounge or Premier Club Lounge guests may connect to one of our numerous access points on their devices to keep connected with the world by simply using the following login details:

USERNAME: leisure

PASSWORD: theaddressconnolly

If you require any assistance, kindly contact Reception Desk by dialling "0"

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.

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MCGETTIGANS COOKHOUSE & BAR

We proudly launched McGettigans Cookhouse and Bar in Spring 2013. At McGettigans Cookhouse and Bar we offer the perfect ambience for every dining experience, our expert team of chefs have taken much time in ensuring the absolute highest quality of seasonal produce are used in our dishes. Our mission is to produce exciting and modern Irish food using only the finest and traceable ingredients to present menus that are perfectly executed and served by our dedicated kitchen team.

For reservations please dial '2120' from your room or alternatively contact our reception team. McGettigans Cookhouse & Bar also boasts an extensive wines & beverage list, ensuring the perfect selection to match each of our dishes. Please see Sample Bar Food Menu which can be located within this directory.

Bar service times:

Monday – Thursday 10.30am – 11.30pm

Fridays & Saturdays 10.30am – 12.30am

Sundays 12.30pm - 11.00pm

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.

NEWSPAPERS

Daily newspapers are available upon request from reception or alternatively delivered to your door. The majority of international newspapers can be ordered please make your request with reception or our concierge the evening prior

R

ROOM SERVICE

Breakfast may be pre ordered if you wish to be served in your room or suite. Simply fill out our breakfast menu card and place on your door before retiring for the evening. Please consult our room service menu included within this directory for luncheon, dinner and snack service which are available 24 hrs.

S

SAFETY DEPOSIT BOX

Each of our bedrooms and suites 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.

T

TURN DOWN SERVICE

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

U

UMBRELLAS

Hopefully not, however... should you require an umbrella during 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 wakeup call.
Dial '0' to speak with a team member.