



Santry Cross, Ballymun Rd, Dublin 9, Ireland.
Tel: + 353 1 846 9500 - Fax: + 353 1 846 9501
Email: info@metrohoteldublin.com
Web: www.metrohoteldublinairport.com

Welcome to Metro Hotel Dublin Airport,

It is with great pleasure that I welcome you to our capital city and Metro Hotel Dublin Airport. Unique in structure, the hotel was designed by Shay Cleary architects and opened its doors for the first time in May 2006.

Our information directory has details relating to the hotel, as well as information relating to other services in Dublin. Whether you are visiting on business or leisure, I hope that our commitment to service and putting our customers first, makes your stay an enjoyable one.

On behalf of Metro Hotel Dublin Airport, I hope you enjoy your experience and please be assured that every effort is being made to exceed your expectations while here with us. If there is any area that you feel we could improve on, or you wish to share any feedback with us please feel free to contact me via reception or email at mwilliams@metrohoteldublin.com

Thank you for choosing Metro Hotel Dublin Airport and I hope very much that you have an enjoyable stay.

Mark Williams
General Manager

Index

1. Telephone Information

Dialling instructions
International direct dialling
Telephone directory
Wake up calls
International dialling codes

2. Food and Beverage

"*The Kitchen*" lounge & restaurant opening hours
Room service
Private meetings
Local Lounge & restaurant
Residents bar

3. A-Z Directory of Services

Adaptors
Airport
Airlines
Aviva Stadium
Arrivals
Baby cots
Banks
Blankets
Bus service
Business services
Car hire
Car parking
Check out time
Chemist/pharmacy
Cinema
Cheque encashment
Credit cards
Croke Park
Departures
Doctor
Do not disturb
Dry cleaning
Environmental policy
Female hygiene products

Fire alarm testing
Florist
Gym
Hairdryer
Hairdresser
Heating
Housekeeping service
House phones
Internet connection
Iron and Ironing board
IKEA
Key card & holder
Laundry
Leisure activities
Local information
Lost property
Lift
Luggage
Maintenance
Manager
Maps
Meeting rooms
Messages
Newspapers
Park & fly
Pets

3. A-Z Directory of Services (continued)

Religious services
Reception
Restaurant & bar
Safekeeping your valuables
Security
Shopping
Shuttle service
Sightseeing
Taxi service
Tea & coffee
Train stations
Television channels
Temple bar
Tickets
Travel arrangements
Wake up calls

4. Fire Alarm Instructions

1. Telephone Information

Dialling instructions:

Outside line:

Dial '9' and then the telephone number

International Direct Dialling:

Dial '0' + country code + the area code. Country codes are listed overleaf. If you require more information, please contact the front desk staff.

Telephone charges:

All charges are by the minute. All telephone charges will be automatically posted onto your room account. External calls will only be allowed if you have given a pre-authorisation on your credit card. For information and exact prices please contact the front desk.

Telephone directory

There is a telephone directory available from the front desk.

Wake up calls:

To organise an early morning wake up call, please contact the front desk.

Phone Chargers

Phone chargers are available for use from reception.

International Dialling Codes

Australia 0061

Austria 0043

Belgium 0032

Great Britain 0044

Canada 001

Cyprus 00357

Czech Republic 00420

Denmark 0045

Finland 00357

France 0033

Germany 0049

Greece 0030

Rep. of Ireland 00353

Italy 0039

Luxembourg 00352

Monaco 00377

Netherlands 0031

New Zealand 0064

Norway 0047

Portugal 00351

Spain 0034

Sweden 0046

Switzerland 0041

USA 001

2. "The Kitchen" Lounge & Restaurant:

Located on the ground floor, "The Kitchen" offers an international style menu in a relaxed atmosphere where formalities are left at the door. Relax over a drink and a chat or catch up on your emails through wireless connectivity. Please note that room service is not available in the Penthouse Apartments.

"The Kitchen" Opening Hours as follows:

Breakfast

Mon – Fri	7.00 – 10.00
Sat, Sun & bank holidays	7.00 – 10.30

Dinner

Mon – Sun	17.00 – 22.00
-----------	---------------

Bar

Sun – Thurs	10.00 – 23.30
Fri & Sat	10.00 – 00.30

Light snacks available

Room Service:

If you wish to have breakfast delivered to your bedroom, please indicate your order on the breakfast card hanging on your door handle with your preferred time of delivery and hang it outside your room before 11pm the night before. Please see restaurant menu for dinner options. Breakfast room service from 7.00 to 10.00. Lunch and dinner room service from 11.00 to 22.00. Beverage room service 7.00 to 23.00. €5.00 tray charge per delivery.

Private Meetings:

Our private meeting rooms on the lower ground floor are ideal for events for up to 80 people. Full catering options can be designed to suit all requirements.

Local Lounge & Restaurant:

There is a selection of restaurants and bars in Dublin city, please contact reception for more information.

Resident's Lounge:

Hotel residents may avail of an alcohol service outside the normal opening and closing hours. This will be at the discretion of the management.

3. A-Z Directory of Services

Adaptors

Available from the front desk. All international adaptors are subject to a €20 deposit.

Airport

Dublin airport is approximately 3.5 miles away.
For further directions, please contact the front desk.

Airlines

Some useful telephone numbers:

Aer Rianta: 8141111

Ryanair: 0818 303 030

Aer Lingus: 886 8505

British Airways: 1890 626 747

Aviva Stadium

The new Aviva stadium which is the old Lansdowne Road is accessible on the number 4 bus.

Arrivals

Information about arrivals is available at the front desk, alternatively you may contact Dublin Airport on 8141111.

Baby cots

Baby cots are available on request. Please contact the front desk for assistance.

Bank

For all banking services the Allied Irish Bank is located 5 minutes away by car on the Swords Road. The bank is open from 10am - 4pm Monday to Friday.

Bus service

Buses number 4,13 and 155 will take you to and from the city centre. Please contact reception for a timetable.

Business service

All bedrooms are equipped with a work desk and wired & wireless internet connection.

For a facsimile, email or photocopying service, please contact the front desk.

Car hire

Some useful telephone numbers:

Murrays: 614 2800

Thrifty: 670 7890

Avis: 605 7500

Hertz: 844 5466

Argus: 490 4444

Dooleys: 677 2723

Car Parking

Secure car parking is available underground in either of our two car parks, surface parking is also available. It is recommended that guests do not leave any valuables in their car while parked with us. Clamping in progress, parking permit must be displayed at all times.

Check out time

Check out is required by 12pm on the day of departure. If you wish to keep your room beyond this time, please contact the front desk. Charges may apply for late check outs.

Chemist /Pharmacy

The nearest chemist is located in Gulliver Retail Park, only 5 minutes walk away.

Cinema

Details of all local cinema listings and times are available at the front desk.

Cheque Encashment

We are unable to cash personal or company cheques

Credit Cards

We accept all major credit and Irish debit cards for payment

Croke Park

Croke Park stadium is only 10 minutes away in a taxi.

Departures

Information about departures are available at the front desk, alternatively you can contact Dublin airport on 8141111.

Doctor

In case of an emergency, please contact the front desk.

Do not disturb

Please place the do not disturb sign on the outside of your door to avoid being inconvenienced.

Dry Cleaning

Dry cleaning service is available for garments received by 9.00. These will be returned to your room by the following morning and all charges will be applied to your bill. Please use the laundry docket and bag provided in your room.

Environmental Policy

It is our policy to protect the environment by focussing on the following areas;

Reducing energy and tracking consumption

Reducing water usage

Improving air quality

Minimising waste

Recycling where possible

Fire alarm testing

The fire alarm is tested every Friday at 12.30.

Florist

For deliveries please contact:

Interflora: 1800 434343 (freephone)

Gym

Northwood Gym is only a couple of minutes walk away, please contact reception for more information.

Hairdryer

All guest rooms are equipped with hairdryers. The hairdryer is located in the top drawer on the right hand side of the television.

Hairdresser

A ladies and gents hair stylist is located a 5 minute drive away in the Omni shopping centre, if you would like us to make a reservation on your behalf, please contact reception.

Heating

The heating in your bedroom can be adjusted by turning the thermostat to the required temperature. The dial is located on the radiator.

Housekeeping service

Housekeeping service is provided daily between 8.00 and 16.00. Should you have a preferred time for service please contact the front desk.

House Phones

There is a phone on each corridor outside the lift which can be used to contact reception. To use the phone you should lift the handset and the phone will automatically dial reception. There is also a house phone located at reception which can be used for booking taxis and calling guest rooms.

Internet Connection

Wireless internet is available in all bedrooms and public areas free of charge. For more information please contact the front desk.

Iron and Ironing board

An iron and ironing board are available on request, please contact the front desk.

IKEA

Southern Ireland's only Ikea store is located only minutes away, contact reception for more details.

Key card and holder

Please insert your key card into the energy saver box inside your bedroom door to activate your electricity. We do not place the room number on the cards for security reasons. Please note that you may be asked to display your card when returning to the hotel late at night. Please return your card to the front desk upon departure.

Leisure activities

For information on exciting activities and events, please contact the front desk.

Local information

Please contact the front desk.

Lost property

If you have misplaced any of your belongings, please contact the front desk.

Lift

In the unlikely event of an emergency, please do not use the lifts. Use the nearest escape route as laid out on your rooms emergency evacuation plan, you should then proceed to the hotels meeting point which is located at the surface car park outside the entrance doors to the hotel.

Luggage

If you require assistance with your luggage, please contact the front desk. Luggage can be held at reception for a maximum of 12 hours. Whilst every care is taken with your luggage, no liability can be accepted for any loss or damage.

Maintenance

We do our utmost to ensure that your bedroom is maintained to the highest standard. If you should find something amiss, please contact the front desk.

Manager

There is a manager/supervisor on duty 24 hours a day. Please contact the front desk if you wish to speak to him/her.

Maps

City centre maps are available from the front desk.

Meeting rooms

The hotel has three meeting rooms located on the lower ground floor, the rooms can accommodate up to 80 people theatre style and are equipped with all the necessary audio visual and information technology equipment. For more information please contact the front desk.

Messages

Any messages received on your behalf will be delivered to your bedroom.

Newspapers

Newspapers are available daily from reception and in the bar.

Park & Fly

Secure underground car parking is available for residents or non residents who wish to leave their car with us while using the airport. Please contact reception for more information.

Pets

Prior approval from the hotel manager is required should you wish your pet to stay with you. Pets are not permitted in the Lounge & Restaurant area.

Religious services

For information on places of worship, please contact the front desk.

Reception

Our reception desk is staffed 24 hours a day. To contact reception dial 0 on the phone in your bedroom.

Lounge & Restaurant

"*The Kitchen*" Lounge & Restaurant is located on the ground floor. For more information, please see section 2 in this guide or contact reception.

Safekeeping of your valuables

Room safes have been provided for your use, please familiarise yourself with the safe operation prior to closing the safe door. It is advisable to store all valuable items in your safe, the hotel will not accept any liability for items missing from guest bedrooms.

Security

For your safety there is an extensive CCTV system, a sophisticated fire alarm system and a high level of employee training and awareness in operation throughout the property. Should you observe anything suspicious, please contact a hotel employee immediately.

Shopping

Local shopping centres:

Omni – 5 minute drive

Stephens Green – 20 minute drive

Liffey Valley – 20 minute drive

Blanchardstown – 15 minutes drive

Dundrum Town Centre – 35 minutes drive

Please contact the front desk for shop listings and directions.

Shuttle Service

Our airport shuttle bus runs from 04:00 – 23:45 daily and is complimentary. The shuttle departs for Dublin Airport every half hour from 04:00 to 23:30 with the exceptions of 9am, 1pm and 6pm, the last collection from Dublin Airport to the Metro Hotel is at 23:45.

Sightseeing

For information on all sightseeing tours, please contact the front desk.

Taxi Service

Taxis can be arranged to collect you from reception.

Please give as much notice as possible when requesting a taxi.

Tea and coffee

Tea and coffee making facilities are provided in all guest rooms and are replenished daily.

Train stations

For train timetables and destinations, please contact the following numbers.

Connolly Station: 836 3333

Heuston Station: 703 1842

Television channels

Our television system provides a wide variety of channels for your enjoyment. For current programme schedules, please refer to the listings in the daily newspapers.

Temple Bar

Located in the heart of the city centre, Temple bar is a lively area with a huge selection of restaurants, bar and entertainment.

Tickets

Please contact the front desk for bookings and information and information on theatre, opera, concerts, shows, travel, sporting events and other forms of entertainment.

Travel arrangements

The front desk personnel will be delighted to assist you with your travel and next destination arrangements.

Wake up calls

Please contact the front desk if you wish to have a wake up call.

4. Fire Alarm Instructions

Your safety while staying with us is of the utmost importance. To that end we have installed a variety of highly sensitive safety systems within the building to ensure that, in the event of a potential incident, we are able to react at the earliest opportunity.

If you discover a fire, raise the alarm at once by breaking the glass at the nearest fire alarm break glass point. Then please leave the building in a quiet and calm manner.

Should the fire alarm be activated, you will be alerted by a continuous alarm. On hearing the alarm, please leave the building quickly and calmly by the nearest available route. On the inside of your bedroom door a map shows your location, the location of the stairways, all the escape routes and the location of all the fire exits.

Guests with any special needs that are likely to impact on their own safety in the event of an evacuation are asked to inform reception of their requirements on arrival. A safe haven area is located in the fire stairway on the first floor. If possible make your way to this location and wait for assistance from the emergency services.

Please remember

Do not stop to collect personal belongings.

Close the door behind you when you leave the room.

Do not run.

Do not use the lifts.

Do not open a door if you suspect that there is a fire on the other side.

Use an alternative exit route.

Do not re-enter the building until you are advised to do so by a fire marshal.

To assist in the safety of the hotel:

Do not use naked flames in the bedrooms

Do not tamper with the fire safety equipment

Thank you for your assistance.