



BALLYMASCANLON

HOTEL & GOLF RESORT

Guest Directory

A-Z OF GUEST SERVICES

AIRPORT TRANSPORTATION

Please dial 0 for information regarding transportation to any airport.

BANK

AIB and Bank of Ireland both have branches in Dundalk town. Their current opening hours are available on their websites.

BAR

Please refer to our Dining & Entertainment section.

BREAKFAST

Served in our Restaurant from 7.30-10.30am daily.

Alternatively you can order breakfast to your room using our Breakfast Card provided.

CAR HIRE

Arrangements can be made with reception.

CHECK OUT TIME

Check-out time is 12 noon on the day of departure.

CHEMIST

For details of the nearest chemist, please dial 0 for reception.

CHILDREN

Children up to 4 yrs stay free of charge in their parent's room.

CHURCH SERVICES

Please contact reception for service times.

CONFERENCE & BANQUETING FACILITIES

We offer a selection of conference rooms, all equipped with audio-visual technology as well as banqueting and reception spaces. For details, please dial 0 for reception.

CREDIT CARDS

We accept Visa & MasterCard.

CURRENCY EXCHANGE

Sterling & US Dollars can be exchanged at reception.

DOCTOR/DENTIST

A doctor or dentist appointment can be arranged if required. Dial 0 for reception.

DO NOT DISTURB

If you do not wish to be disturbed, please place the Do Not Disturb sign outside your door. Should you not wish to receive any calls please inform reception.

DRY CLEANING

Please refer to our Laundry section.

EMERGENCY EXITS

There is a fire emergency plan posted on the back of your room door.

FIRE PRECAUTIONS

In case of an emergency or fire, please press the emergency button on your telephone and indicate the location of the fire. The sirens will warn guests. There is a fire plan on the back of your room door, indicating the nearest emergency exit. For your safety, the hotel's fire alarm system is tested regularly in co-operation with the Fire Authorities.

FLORIST

Reception can offer you assistance and re arrangements and bouquets.

HAIRDRESSING

Reception can offer you recommendations and assistance with appointments for hairdressers in Dundalk Town.

HAIR DRYER

A hairdryer is available in your room.

HOUSEKEEPING & ROOM COMFORT

In addition to our daily service, extra pillows and towels are available as well as items such as adaptors, fans, extra radiators and cots. Please dial 0 for reception

IRON AND IRONING BOARD

Located in the wardrobe.

JOGGING

There are jogging routes around the estate. For more information please dial 0 for reception.

LAUNDRY

A laundry service is available upon request. Please contact reception for details.

LEISURE CENTRE

Our leisure Centre boasts an indoor 20m deck level heated swimming pool, Jacuzzi, Sauna, Steam Room and Gym.

Monday - Friday 7.00 am - 10.00 pm

Saturday, Sunday & Bank Hols 8.00 am - 8.00 pm

Please note that children must vacate the leisure Centre by 6.00 p.m. Towels are provided. Swimming caps must be worn.

LOST AND FOUND

Enquiries regarding lost articles should be made to accommodation services who will make every effort to assist you in their safe return.

LUGGAGE SERVICE

Please dial 0 if you require assistance with your luggage.

MAINTENANCE

For issues regarding maintenance, please dial 0 for reception.

NEWSPAPERS

Complimentary newspapers are available from reception and at breakfast, subject to availability.

RESTAURANT

Please refer to our Dining & Entertainment section.

ROOM SERVICE

See our Room Service Menu for details and dial 425 to order.

SAFE

Safes are available in your room. The hotel cannot take responsibility for money or valuables left inside the guest room.

TENNIS

The hotel has two all weather tennis courts. Rackets and balls are available. Please contact the Leisure Centre reception for details.

TELEPHONE

For details on how you use your bedroom phone please see details on the phone itself. Please dial 0 for reception for details on external landline charges.

TAXI & TRANSPORT

Please dial 0 for reception to order a taxi. If you would like a taxi for morning, please order the night before to avoid delays. Please contact reception for details on local transport including bus, rail and local ferry services.

WATER

Complimentary bottled water is available in the rooms and our tap water is drinkable.

WAKE UP CALLS

Please dial 0 for reception to arrange a wake-up call.

WIFI

Complimentary Wifi is available throughout the hotel. If you are having difficulty connecting please dial 0 for reception and we will be happy to assist you.