



# Céad Míle Fáilte (Hundred thousand welcomes in Gaelic)

Dear Guest,

Welcome to the Station House Hotel Letterkenny. It is our pleasure to have you as our guest. We have made every effort to anticipate your needs to make your stay an enjoyable and memorable one.

Our goal is to provide you with the highest level of personal and professional service and our team are at your disposal 24hrs to ensure that all your requests are attended to.

We pride ourselves on our reputation for consistent reliable excellence coupled with a warm welcome and relaxing ambience.

The Station House Hotel is built on the grounds of where the Old Station House once stood when the railway system in County Donegal was in operation from 1901 to the 1940's. It was bought by the Gallagher family in 1953 four years after the last train passed the old building. It became their home and was lived in up until 2004 at which point it was demolished and developed into this hotel boasting 81 spacious bedrooms, the Depot Bar & Restaurant and conference & banqueting facilities.

The Depot Bar and Restaurant provides the perfect excuse for a pause and to pamper your palette. Delicious food is served throughout the day and evening 7 days a week. Our menus have something for everyone. Vegan and Gluten Free Menus are also available.

The hotel is conveniently located within walking distance from the high street shopping area, An Grianán Theatre and all the culture and nightlife that makes Letterkenny such a delight. Letterkenny offers year-round entertainment and it's the perfect base for exploring the diversity of County Donegal and all that it has to offer. There is an abundance of activities on our doorstep. For assistance with planning your day please contact our front desk team.

Thank you for choosing the Station House Hotel Letterkenny on this occasion and we look forward to welcoming you back in the near future.

Kindest Regards,

**Brian Gallagher**

Managing Director

Station House Hotel Letterkenny



# Guest Services

## **Accommodation;**

Make a **Green Choice**; your well-being and comfort are of the utmost importance to us. We are equally committed to preserving the precious natural resources of our world. To do our part to help the environment we deploy a linen and towel reuse programme. Your room will be service however should you require new bed linen please hang the “please make up my room” sign provided on the outside of the door handle before 10am. Further, any towels that need replacing should be left on the shower floor. Extra blankets and pillows, iron and ironing boards are available upon request **Dial ‘0’**

## **Smoking in bedrooms and throughout the Hotel is Strictly PROHIBITED!**

To encourage and promote healthier living for Hotel guests and employees the Station House Hotel operates a total SMOKE FREE environment. Guests who smoke in bedrooms will incur a Deep Cleaning Fee of **€120 billed to their account**. We ask all smoking guests to use the designated smoking area located outside at the rear of the Depot Bar & Restaurant

## **Adaptors & Transformers;**

Adaptors are available from reception, a deposit of €5 will temporarily be added to your account and removed on return of the adaptor. **Dial ‘0’**

## **Babysitting Service;**

Our front desk team are happy to assist at organising this service, when booking; please provide as much advance notice as possible to ensure that we can recruit the appropriate candidate to look after your children. **Dial ‘0’**

## **Baby Cots;**

Cots are available upon request. Should you require a cot it is advisable to reserve this when making your reservation

## **Bureau De Change;**

The hotel accepts Sterling and US Dollars (notes only). A bureau de change service is available at reception on request. Should you require assistance or information regarding local banks. **Dial ‘0’**

## **Banqueting and Conference;**

We would be delighted to assist and advise you with the organising of any personal, corporate or family event such as product launches, meetings, private parties, lunches, anniversaries, christenings, birthdays etc. **Dial ‘0’** and our front desk team will take your details.

## **Breakfast;**

Breakfast is served in the Depot Restaurant each morning or in the Glenswilly Suite. Tables will be allocated for breakfast in which a time slot will have to be pre-booked **Dial ‘0’** for assistance. Breakfast Times: Served daily from 7.00am – 10.30am



# Guest Services Continued

## **Bar;**

Drinks and Barfood are available throughout your stay in the Depot Bar & Restaurant

## **Bus;**

Please **Dial '0'** if you require any assistance with bus time tables for private and public transport

## **Bible;**

There is a Gideon Bible located in the drawer close to your bed

## **Check In;**

Check in time is from 15.00hrs

## **Check Out;**

Check out time is 11am unless prior arrangements have been made at with reception, we shall make every effort to accommodate you. We will gladly look after your luggage if you are planning to leave the hotel later than 11am

## **Car Park;**

The Hotel provides onsite secure car parking to the rear of the Hotel. Please do not leave valuables on display in the car and ensure that your car is locked as we do not take responsibility. Cars are parked at the owner's risk

## **Car Rental;**

Car rental details are available from Reception **Dial '0'**

## **Church Services;**

Churches of all denominations are within easy reach of the Hotel; our front desk team can gladly assist you with directions and service times **Dial '0'**

## **Century Cinema;**

The multi-screen cinema is only a five-minute walk from the Hotel, details and timetables are available from Reception Dial '0'

## **Cigarettes;**

Are obtainable from the vending machine in the lobby

## **Chemist / Pharmacy;**

There is a Chemist located close by to the Hotel. Opening hours; 9am until 6pm Monday to Thursday, 9am to 7pm Fridays, 9.30am to 6pm on Saturday

## **Credit Cards;**

We accept all major credit cards: American Express, Visa, MasterCard, Diners Club



# Guest Services Continued

## **Doctor/Dentist/First Aid;**

In the case of emergency, for medical care or in the event of an accident, please contact Reception and one of our team will assist you in making a necessary appointment  
**Dial '0'**

## **Dinner;**

Dine in the Depot Bar and Restaurant. We have a wide range of dining options available such as lunch and snacks, a la carte, table d'hôte, vegan, gluten-free and children's

## **Dry Cleaning/Laundry;**

Please utilise the form and bag available in your wardrobe, leave the bag at Reception by 9.00am for same day service. Unfortunately, our dry cleaning/laundry service is unavailable on Sundays and public bank holidays. \* Please note these prices are for standard items only, a surcharge may apply for special materials for example silk etc.

## **Electricity;**

The electrical voltage in Ireland is 220/240 volts

## **Fire Safety;**

Please read fire notices and escape plan on the back of your bedroom door and please take a moment to check the "Emergency Exit Information"

## **Florist;**

We would be delighted to provide you with assistance and recommendations for ordering of flower arrangements or bouquets. **Dial '0'**

## **Golf;**

Information regarding all the local golf courses is available from Reception, please call down to one of our team members and they will gladly assist you

## **Guest Relations;**

There will always be a Manager on duty who will be delighted to assist with any requests or queries you may have. Please **Dial '0'** and advise our reception team

## **Hairdryer;**

All our guest bedrooms are equipped with hairdryers; they are located next to the safe on entry into the room

## **Heating Instructions;**

Our energy system is set to have your room at a comfortable temperature on arrival. When you arrive to your room, place your key card in the slot by the entrance to maintain this temperature. Should you wish to alter the temperature; you will find the controls beside the bathroom door



# Guest Services Continued

## **Internet Access;**

FREE Wi-Fi access (no password required) is available throughout all areas of the Hotel

## **Iron;**

Available from our accommodation associates, **Dial '0'** for assistance

## **Keys;**

For your safety and security, we have an electronic locking system on all the bedroom doors. In the interest of security please do not write your name on the key card and please return the key card to our reception team on your departure as they can be recycled.

## **Lost Property;**

Enquiries regarding lost articles can be made to reception who in turn will ensure that our accommodation department makes every effort to assist you in their safe return **Dial '0'**

## **Luggage;**

On the day of your departure should you wish to depart from the hotel later in the day, we will gladly store your luggage for you

## **Lunch;**

Lunch is served in the Depot Bar & Restaurant from 12noon to 3pm. Carvery Lunch served in the Glenswilly Suite every Sunday from 12.30pm to 3.30pm

## **Mail;**

If you wish to have mail posted, our reception team can arrange this for you

## **Messages;**

Any messages we receive for you will be delivered promptly to your room. Alternatively, unless we are otherwise instructed we will put telephone calls through to your room.

## **Morning Calls;**

**Dial '0'** for assistance with arranging morning wake up calls

## **Maintenance;**

**Dial '0'** to notify us of any urgent items that require attention

## **Newspapers;**

Daily newspapers are displayed in the lobby; we can also arrange to have a newspaper delivered to your room or for collection at reception. **Dial '0'**

## **Night Porter;**

The night porter is on duty from 11pm until 7.00am. **Dial '0'** if you require assistance throughout the night



# Guest Services Continued

## **Payments of Accounts;**

We accept cash or all major credit cards. We also accept traveller's cheques, please provide the relevant identification. Please note that all hotel bills must be settled prior to departure from the hotel. Company payment by cheque or credit card can only be accepted by prior arrangement

## **Photocopying;**

This can be organised for you at reception, the standard tariff is 20cent per colour copy and 10cent per mono copy.

## **Reservations;**

Should you wish to extend your stay or make a future reservation **Dial '0'**

## **Restaurant;**

Dinner is served in the Depot from 3.00pm – 9.00pm Sunday – Thursday  
3.00pm – 9.30pm Friday & Saturday. Food is also available throughout the day; we are pleased to offer a wide range of flexible options including morning coffee, hot lunch specials, and wide selection of sandwiches & afternoon tea. Dinner reservations can be made in the Depot or at Reception

## **Room Service;**

Please find Menu enclosed. Room service available: 12.30pm until 9.00pm  
Available Sunday to Friday only Dial '0'

## **Room to Room Calls;**

Please contact our front desk team and you will be transferred **Dial '0'**

## **Safety Deposit;.**

Please ensure that your valuables are not left unattended in your room; please avail of the safety deposit box in your room. Should you have any difficulty operating the safe, please **Dial '0'**

## **Security;**

For your own security please look after your key card carefully, in the event that you lose your card, please notify reception immediately

## **Shopping Information;**

Our front desk team will be delighted to assist you with information on the local shopping areas and shopping times

## **Sightseeing;**

Please find a selection of local maps available from Reception. There is also a wide range of tourist information available from our display stand in the lobby



## Guest Services Continued

### **Sewing Kit & Shoe Polish;**

Sewing kits are available from Reception. There is a shoe polishing machine available on the first-floor stairwell

### **Stamps;**

Stamps are available from our front desk team and we are also happy to post your letters and post cards

### **Tea/Coffee Making Facilities;**

All our guests' rooms have tea & coffee making facilities, should you require any additional items, please **Dial '0'**

### **Telephone;**

Please **Dial '0'** for assistance

### **Taxi;**

Please contact the front desk for assistance **Dial '0'** or please note our preferred Cab Company telephone number on the reverse of your bedroom key card

### **Umbrella;**

Umbrellas are available from the front desk **Dial '0'**

### **Vending Machine;**

There is a vending machine located on the Reception level floor at the bottom of the stairwell for your convenience which stocks soft drinks, snacks & confectionary

### **Wake -Up Call;**

Wakeup calls can be conveniently scheduled by simply contacting the front desk **Dial '0'**

## Telephone

### **Telephone Information;**

All our guestrooms are equipped with Dial Telephones  
The following guidelines will assist you in making the best of our system

### **Front Desk;**

**Dial '0'**

### **Outside Line;**

**Dial '0'** for assistance

### **Room to Room;**

Dial the relevant room number

### **Directory Enquiries;**

11811 for all your local





# Telephone Continued

## **Directory Enquiry needs and 11818;**

For all your international number requirements.

All external calls are charged per unit. The cost of the unit is determined by Eircom and consequently, varies according to the day, time and zone called.

Charges for Directory Enquiries vary

## **Country Codes;**

Australia	0061
Austria	0043
Belgium	0032
Canada	001
China	0086
Croatia	00385
Finland	00358
France	0033
Germany	0049
Italy	0039
Japan	0081
Luxembourg	00352
Netherlands	0031
New Zealand	0064
Norway	0047
Russia	007
South Africa	0027
Spain	0034
Switzerland	0041
Rep. of Ireland	00353
U.S.A.	001
U.K.	0044
N. Ireland	0048



# Conference & Banqueting

## **4 Dedicated Meeting Rooms (Wheelchair Accessible)**

### **The Glenswilly Suite;**

The largest of our meeting rooms catering up to 150 guests. Multi-functional room located on the reception floor level. It features natural daylight, whilst offering blackout facilities for presentations. The space is ideal for a diverse range of meetings, corporate events, dinner dances, business showcases, special occasions, concerts, comedy gigs and so much more. The room also features a bar and dance floor.

### **The Glenfin Room;**

Fully flexible room. Can cater for up to 40 delegates. The Glenfin can be set up in a range of styles. Located on the lower ground floor level and perfectly positioned for use as a training room, informal meetings, workshops, dining and more.

### **The Boardroom;**

Our most intimate meeting room up to 12 delegates with ample natural light. Ideally located in the main reception area of the hotel. The Boardroom facilitates small meetings. Perfect for a private meeting, private lunch or dinner and interviews.

### **The Oldtown Suite;**

large and fully flexible room. Can cater up to 80 delegates. The Oldtown can be set up in a range of styles. Located on the lower ground floor level of the hotel, and can facilitate a range of activities from various size meetings, workshops, banqueting and seminars.

We would be delighted to assist and advise you every step of the way with your conference or banqueting needs. The Station House Hotel Letterkenny offers exceptional value for money coupled with a warm welcome, delicious cuisine and excellent hospitality.

**Please contact the front desk team if you would like to view our facilities during your stay**



## Some Local Amenity Information

### **Shopping Information;**

Letterkenny is the shopping capital of County Donegal. From large shopping centres, to individual charming boutiques with an array of designer and fashionable high street brands.

### **Leisure Facilities;**

The Aura Leisure Centre offers a wide range of sporting facilities: swimming pool, children's pool, fully equipped fitness room, sauna, steam room, plunge pool, whirlpool, tennis, badminton, squash, children's play area and basketball courts.

*All guests can avail of a 10% discount off entry into the Aura Leisure Centre swimming pool by presenting their hotel key card on arrival.*

Guests can also use the gym; €6.00 Youth (under 18) €8.00 Adult.

### **Multi-Screen Cinema;**

Century Cinema offers stadium seating in all 8 screens with a mix of viewing both in evening and matinee performances. Located five-minute walk from the hotel.

### **Arena 7;**

Offers an excellent variety of services, there's something to suit the whole family and all age groups. Activities include Bowling, Kids Adventure Centre, Laser Quest, Pool Hall, Arcade Games and much more!

### **Just a short driving distance from the Station House Hotel;**

You can indulge in the magnificent Wild Atlantic Way and the natural beauty of the County. The most spectacular landscapes, breath taking coastlines, waves known to surfers from around the world, 80 miles of beautiful beaches, (Donegal has 14 Blue Flags including 12 Blue Flag beaches & 2 Blue Flag marinas at Greencastle and in Rathmullan, as well as 4 Green Coast awards) the greatest outdoors at its best, stunning scenery, excellent cuisines, world iconic visitor attractions and more! So much just waiting to be revealed and the only boundary to your relaxation will be your imagination! To name a few;

### **Lurgybrack Open Farm;**

Just a 10 minutes' drive from the Station House Hotel

Letterkenny you will find a special place where all the family can spend the day together seeing the animals and having fun. The centuries old farm building is home to a range of friendly farm animals that children can come face to face with! There is ample space to play safely. *All guests can avail of a 10% discount off entry into the Lurgybrack Open Farm by presenting their hotel key card on arrival.*



## Some Local Amenity Information Continued

### **Tropical World;**

Is an incredibly unique nature experience that is well worth the visit and it's just minutes from the Station House. Walk through an exciting thousand square meters of Tropical Birds including Cockatiels, Rosellas and lots of different Parrots! Discover an array of exciting and educational information about an array of Mammals, endangered species and creepy crawlies. A guaranteed fun day out with a difference! *All guests can avail of a 10% discount off entry into the Tropical World by presenting their hotel key card on arrival*

### **Oakfield Park;**

Is one of Donegal's best loved attractions. Beautiful award-winning parkland, woodlands, lakes and formal gardens that have everything you need to entertain the whole family. Spend hours exploring the grounds at your leisure from walled gardens to ponds, lakes, and a lakeside nymphaeum, hedge maze, heritage trees and sculptures. Children can make a wish at Oakfield Parks Faerie tree while navigating their way through adventures on extensive walks and trails. Their crowning glory is a 4.5km narrow gauge railway with diesel and stream train operating passenger trips daily. This is a magical way to explore the park's gardens as the train passes through flower meadows, beautiful woodlands, willow tunnels, oak circles, boardwalks, heritage trees, a wooden causeway and sparkling streams and lakes. *All guests can avail of a 10% discount off entry into Oakfield Park by presenting their hotel key card on arrival*

## Visitor Attractions

### **Donegal County Museum;**

Erected to collect, record, preserve, communicate and display the history of Donegal. Located within close walking distance of the Hotel. The Museum was opened in 1987 and the building once formed part of the town's Workhouse which was established for the relief of the poor during the great Famine, it opened in 1843 and operated until 1922. The museum houses many items of local historical importance including artefacts dating from the Stone Age and objects relating to the history and folk life of the County.



## Visitor Attractions Continued

### **Glenveagh National Park;**

A 20 minutes' scenic drive from the Station House Hotel Letterkenny and tucked in close to the Derryveagh Mountains is a remote and an impressively stunning wilderness of rugged mountains, unspoiled lakes and beautiful waterfalls. This magnificent national park is the second largest park in Ireland and is set on acres of natural habitat and jaw dropping manicured gardens. There is a deer sanctuary on site, the Golden Eagle to meet visitors. It's absolutely stunning! Guided tours of the castle are available at allocated times: [www.glenveaghnationalpark.ie](http://www.glenveaghnationalpark.ie) Family events are organised for most weekends throughout the summer months and these include; children story time, bird of prey display, medieval weaponry display and more.

### **Ards Forest Park;**

The park covers approximately 480 hectares (1200 acres) and includes a variety of habitats, among them sand dunes, beaches, salt marshes, salt water lakes, rock face and, of course, coniferous and deciduous woodlands. With such a variety of landscapes, it is possible to spend many hours exploring this wonderful park. The sea is one of the real treasures of this forest park and there are several trails, the Binngorm trail, the Salt Marsh Trail and the Sand Dune Trail, which offer the hiker an opportunity to experience it in all its facets. There are a large number of trails in this park giving the walker the opportunity to explore a variety of habitats from foreshore and sand dunes to semi natural oak woodlands on rock outcrops. By "stitching together" a number of trails, it is possible to hike for 5/6 hours on forest tracks and trails, taking in the full circuit of the park. The park is also home to a wide selection of animals and birds and the special hide at the end of the salt marsh trail allows the visitor to watch their winter visitors feed on the salt marsh. For those interested in human history, there are a number of historical and archaeological features. There are the remains of four ring forts together with a holy well and a mass rock.

### **Fort Dunree;**

In Bunrana, County Donegal, a military museum giving special emphasis on coastal artillery and military history. During World War II Irish forces were stationed at Fort Dunree to prevent the warring nations violating the country's neutrality. Fort Dunree houses a fascinating display of military memorabilia, large guns and artefacts from the 20th century. Fort Dunree is also rich in wildlife and this is detailed in the Wildlife discovery room in the Saldanha suite.

### **Newmills Corn and Flax Mills;**

are on the Glenties Road out of Letterkenny in a pleasant setting by River Swilly. They have the largest working waterwheels in Ireland. It was made by 1867, it closed in 1982 and much of the old machinery is still present.



## Visitor Attractions Continued

### **The Inishowen Maritime Museum;**

Inishowen Maritime Museum & Planetarium is conveniently housed in the old coastguard station, only 100 yards from the Lough Foyle ferry landing at Greencastle, County Donegal. Enjoy the displays of all things relating to the sea, stars and more in the museum with its full dome planetarium theatre. Inishowen Maritime Museum & Planetarium, Greencastle, County Donegal, has an extensive collection of artefacts, exhibitions and memorabilia of all things maritime. You will see fascinating displays about shipwrecks, traditional boat building, fishing, emigration, WWI and WWII sea battles, coastguards, master mariners, basking sharks and more.

### **Glebe House and Gallery;**

The home for nearly thirty years of the renowned artist Derek Hill, is situated on rising ground, beside Lough Gartan, east of Glenveagh National Park, Co. Donegal. Originally known as St. Columba's, the 1828 Regency-style house is decorated with William Morris textiles, and collections of Islamic and Japanese art, as well as 300 works by leading twentieth-century artists such as Picasso and Kokoshka. The house and gardens are displayed in an informal manner, as though Derek Hill was still in residence. Glebe House and Gallery are operated and managed by the Office of Public Works

### **Colmcille Heritage Centre;**

Located at Gartan, Letterkenny. The centre exhibition featuring the life and times of Saint Colmcille (Columba) – Patriarch of the Irish monastic system and founder of the Scottish Church. The centre is located in a beautiful Stone building on the shores of Lough Gartan, within the Derryveagh Mountain range.

### **Ramelton;**

Built between 1609-1622, Ramelton is one of the earliest Plantation towns in the county. Picturesque heritage village. Donegal Ancestry Centre which is the official family history research centre for Donegal is located here. It was established to assist people trace their Donegal ancestors

### **Portsalon;**

Popular tourist attraction with its 18-hole Golf Course. Ballmastoker Bay Beach is also known as Portsalon Beach. This is a truly spectacular Blue Flag beach located on the Fanad Peninsula in the north county Donegal. It was once voted the 2nd most beautiful beach in the world. It is located on the western side of the Lough Swilly between Rathmullan and Fanad Head and as fabulous views of the Inishowen Peninsula. The best views can be best seen from the viewpoint above Knockalla coast drive.

### **Fanad Lighthouse;**

Is an iconic working lighthouse standing between idyllic Lough Swilly and Mulroy Bay. Fanad Lighthouse has been voted one of the most beautiful lighthouses in the world. This stunning heritage building is the flagship visitor attraction of the Fanad peninsula, an area of outstanding natural beauty which has much to offer the visitor.



## Visitor Attractions Continued

### **The Inishowen Peninsula;**

Has some of the finest scenery in Ireland, located within a half-hour drive of Letterkenny. The heritage trail begins **At Grianan an Aileach** – the ancient Temple of the Sun Christianised by St. Patrick. Onwards to Buncrana and the **Tullyarvan Mill** – a restored corn mill dating from the nineteenth century and today developed as a local craft centre and tourist amenity. The Coast Road heading left at Buncrana **Dunree Head**, where stands **Fort Dunree. Wild Ireland** walk among ancient trees and encounter bears, wolves, lynx and wild boar together again in the Irish forest for the first time in thousands of years. Truly spectacular and perfect for a great family day out. Their beautiful lake is home to swans, ducks and even a pair of otters. They've also got a couple of cheeky Monkeys. Take a trail around the rainforest, be delighted with their tales of ancient folklore.

East of the peninsula on the of Lough Foyle is **Greencastle**, one of Ireland's most important fishing villages. **Malin Head** (unspoilt beauty!) Take a journey as far north as you can go, and you'll reach the edge of Europe – otherwise known as the wild, rugged and romantic Malin Head. The start (or end, depending on your point of view) of the Wild Atlantic Way, Malin Head has long been renowned for its epic coastal scenery, thriving birdlife and historical curiosities.

### **Rathmullan;**

Boasts a Blue Flag Beach. Located near the harbour is centre home to the Flight of the Earls exhibition which illustrates life and times of the Earls, O' Neill and O'Donnell. East of the peninsula on the aftermath of their flight, which took place in 1607 at Rathmullan, marking a major milestone in the Irish struggle for independence from The English.

### **Doe Castle;**

Is situated about 1 mile off the Carrigart to Creeslough Road. This MacSuibhne castle is protected on three sides by the sea, while on the landward side a moat has been hewn from the rock. Doe Castle sits deep in Sheephaven Bay, in a spectacular location on the shore near Creeslough village. It was a stronghold of the MacSweeney Clan who came to Donegal from Scotland as Gallowglasses (professional fighters).

### **Errigal Mountain;**

Located in the West of Donegal near the Irish speaking parish called Gweedore and it is the tallest peak of the Derryveagh Mountains, the tallest peak in Co. Donegal and the 26th tallest peak in Ireland. Errigal is also the steepest and the highest of the mountain chain called the "Seven Sisters" by the locals. It is well renowned for the pinkish glow of its quartzite in the setting sun and its every changing shape depending on what direction you view it from.





# Safety, Security & Data Protection

## Emergency Information

### **Fire and Safety;**

Our Hotel is equipped with smoke detectors and fire extinguishers for your safety. The Safety of our guests is of immense importance to us...please take a few minutes to familiarise with procedures as outlined below:

### **Fire Alarm Test;**

The fire alarms will be sounded at midday each Monday in order to test our system. We also conduct periodic fire drills for the safety of employees and hotel guests. Should a fire drill be scheduled during your stay, we shall inform you on check in

### **In the Event of a Fire;**

Please do not open the windows. On the back of the bedroom you will find a fire evacuation plan, please familiarise yourself with the exact location of your room on the plan and note the nearest emergency exit. Should the fire alarm sound please exercise care and attention before vacating your room and leave in a timely but calm manner, closing the bedroom door behind you. **\*PLEASE DO NOT USE THE LIFTS\***

Please proceed to the Hotel's fire assembly point which is located in the car park to the rear of the hotel. Identify yourself to a Manager giving your name and room number DO NOT RE-ENTER...Please do not re-enter the building until a Hotel Manager or Fire Marshall directs you to do so.

### **Disabled Guests;**

Those who feel they may need assistance in the unlikely event of an emergency should notify the Front Desk of their need on check in.

### **CCTV;**

CCTV coverage is in operation in and around the hotel

### **EMERGENCY;**

In case of an emergency please contact Front Desk by **dialing "0"**

### **Childcare;**

The comfort, safety and security of all our guests are our primary concern. Please do not leave 'minors' under the age of 16 unattended in the hotel as the responsibility for our 'junior' guest lies with parents and guardians. If you do have younger guests with you, your co-operation is requested in ensuring that they are supervised and under your control at all times

### **HOTEL AND GUEST SECURITY;**

Access to the Hotel Front Desk is open 24 hours. However, for security reasons the main doors are locked after closing time. Please let our front desk team if you intend to be out late and we will advise you of the arrangements





# Station House Hotel Letterkenny Noise/Disturbance Policy

We endeavor to make our guest's stay as peaceful and comfortable as possible. Whilst we do not operate any fixed time for guests to arrive back at the Station House Hotel from a night out, we do expect anybody arriving after 12am to exercise consideration for other guests on the same floor who may already be in bed, by keeping noise to a minimum on the Corridors and in Bed Rooms.

Any guest(s) who are intoxicated and acting in a disruptive or aggressive manner in the Hotel will be asked to leave and no refunds will be offered.

Under no circumstances is any alcohol permitted to be brought into the hotel for consumption. Only alcohol purchased in the Bar in the hotel is allowed to be consumed on the premises

We operate a strict procedure in the event of any disturbances; whereby the Night porter will call to the room and ask for the noise levels to be kept down, should he need to call a second time you will be notified that unfortunately should there be any further incidents you will be asked to leave the Hotel without any refund.

The €50 deposit per room will also be required in cash on check in and will be refunded on check out as long as there have been no disturbances or damages. Where there has been an incident we will take the amount the damage or disturbance to other guest's amounts to.

Where the €50 cash deposit has not been provided, the credit card which secured the Booking will be liable to these charges.

We look forward to and appreciate your co-operation, please sign and date below

Many Thanks & Kind Regards  
Management

