



Luxury, style, comfort and this is only the beginning.

Dear Guest,

A Aoi a chara ,

The Francis family, management and staff of the Menlo Park Hotel extend to you a very warm welcome and are delighted to have you staying with us as our guest.

Cuireann Clann Uí Phroinsias, Bainistíocht agus Foireann Óstán Menlo Park fíor chaoin fáilte romhat chuig an óstán agus táimid fíor-shásta go bhfuil tú ag fanacht linn mar ár n-aoi.

Your comfort and the enjoyment of your stay is of paramount importance to us and we hope to do all we can to make your time with us as pleasant and relaxing as possible.

Tá sé ríthábhachtach dúinn go mbeidh tú ar do chompord agus go mbainfidh tú sásamh as do sheal linn agus déanfaimid ár míle dícheall lena chinntiú go bhfuil do chuid ama linn chomh taitneamhach agus chomh suaimhneach agus is féidir leis.

To help introduce you to the services and facilities offered by the Menlo Park Hotel, as well as to provide you with general information about the city of Galway we have prepared this Guest Information Pack and Local Directory.

Tá pacáiste eolais agus eolaire áitiúil curtha le chéile againn chun tú a chur ar an eolas faoi na seirbhísí agus na háiseanna atá ar fáil in Óstán Menlo Park chomh maith le heolas ginearálta ar Chathair na Gaillimhe.

Please do not hesitate to ask for extra information on the services listed here, simply dial 0 (zero) or ask at the reception desk.

Ná bíodh drogall ort teagmháil a dhéanamh linn le tuilleadh eolais a fháil faoi na seirbhísí atá liostáilte anseo, diailigh 0 [náid] nó cuir ceist ag an deasc fáiltithe.

Yours sincerely

Elaine Healy
General Manager/Bainisteoir Ginearálta



Galway

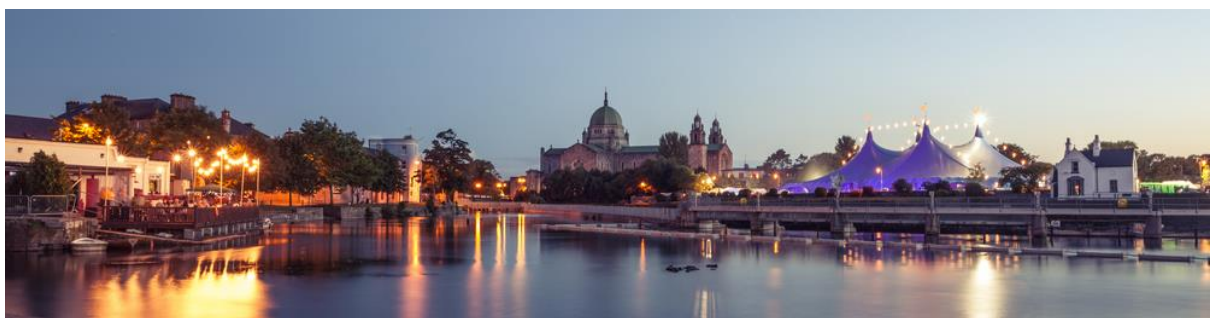
Galway, the Bilingual Capital of Ireland, is the largest county in Connaught and takes centre stage on Ireland's western seaboard. It is celebrated in song and story throughout the world and is a spectacularly beautiful county. It is a medley of contrasts - the wildest and remotest of countryside teamed with one of Europe's most vibrant and popular cities. Drawn as if by a magnet, visitors come again and again, captivated by this most special of Irish counties.

Galway City at the mouth of Galway Bay is both a picturesque and lively city with a wonderful avant-garde culture and a fascinating mixture of locally owned speciality shops, often featuring locally made crafts. Indeed, local handcrafts are a feature of the entire region including hand knits, pottery, glass, jewellery and woodwork.

The city has many relics of its medieval past and is worth taking time to explore. It has changed considerably over the last number of years and features a fascinating juxtaposition of new and ancient architecture. The centre of the city is conveniently compact enough to ramble around comfortably.

Anyone who knows the song 'Galway Bay' will be familiar with the Claddagh, previously a fishing village of thatched cottages, now an area just outside the city centre. Here is the birthplace of the world-famous Claddagh ring, a souvenir many bring home, just to keep a little piece of Galway with them always.

Tá *Menlo Park Hotel* lonnaithe i nGaeltacht Chathair na Gaillimhe - The Menlo Park Hotel is situated in the Gaeltacht, an Irish speaking area steeped in rich culture, song and music. We are proud of our association with the Irish Language and have incorporated it in many places throughout the hotel.



Welcome to the City of the Tribes and Galway 2020

Introduction to the Menlo Park Hotel

Restaurant – **The Oliver & McGlynn**

If you feel like dining is style, why not visit our gourmet restaurant. Here you can enjoy the very best of local produce in the tastefully decorated elegance of our main restaurant. We have an extensive wine list from which to choose, featuring the finest wines from Europe and the New World. If you prefer to enjoy a bottle of wine in the comfort of your room we would be happy to oblige. Our restaurant has both A La Carte and Signature set menus available. If you would like to book a table please dial '0'.

Bar & Bistro – **P. Francis and Son**

Perhaps you would prefer the unique atmosphere of our Bar & Bistro, where there is an extensive bar food menu served every evening and excellent Carvery lunch served daily from 12 – 3pm (4pm on Sunday). Why not treat yourself to a delicious cappuccino or sample a cocktail in our Cocktail Lounge. There is free WIFI available and plenty of nooks and crannies to use the laptop or have a quiet meeting. Our Bar & Bistro is a great place to meet old friends or make new ones, so let us invite you along for a great experience.

Dietary Information

With over twenty years' experience we have strived to meet as many of our guest's dietary requirements as we possibly can. With that said, we are very proud to currently be able to offer you delicious menus that are over **90% Gluten Free** across our menu range. While all of our menus also include **Vegetarian, Vegan and Dairy Free** options – we do have more options available that are not included in our main menus – when dining with us, please ask your server for all options available to you.

Residents Bar

Residents Bar facility is available on Friday and Saturday nights until 3am. Please bring your registration card with you as you will be required to show it. From Sunday to Thursday, while the Residents Bar is unavailable, you can order select beverages up until 2.30am – Options available consist of bottled beers and minerals only.

Room Charges

Should you wish to charge any or all of the services we have on offer directly to your room all you have to do to facilitate this is leave a credit card imprint with our reception team. If you have paid in full on check-in, please let our reception team know if you wish to charge to your room during your stay and they will open this facility for you.

The Menlo Park Hotel Loyalty Programme – Instant Rewards

Make sure that you pick up an application for our loyalty programme where we allocate points for each stay and offer great rewards to our loyal guests. This, when combined with many small touches such as free Wi-Fi access throughout and complimentary newspapers make the Menlo Park Hotel an ideal location when visiting Galway for business or pleasure.



The Oliver & McGlynn ~ Restaurant

- A Great New Venue for Delcious Food, Intimate Evenings or Celebrations-

Dine in Style and enjoy our Exciting New A la Carte Menu ~ Bia Úr agus Blasta!
with Many Gluten Free Options ~ Quality without compromise on quality

We use the freshest of foods with particular emphasis on local and regional specialities
Oliver & McGlynn Restaurant is open for Dinner each evening from 6.30 p.m.

Breakfast is served from 7 a.m. – 10 a.m. Mon – Friday
And from 8 a.m. – 10.30 a.m. on Weekends and Bank Holidays
Private Dining Facilities available for Residents on request



P. Francis & Son ~ Bar & Bistro

- A Great New Venue for Delcious Food, Cocktails and Parties ~ Bia Úr agus Blasta!

Exciting new Bar Menu with **Many** Gluten Free Options ~
Quality without compromise on quality

Private Cocktail Bar and Black & White Conservatory available for Private parties,
receptions etc. Signature Cocktail and Canapés Receptions now available.

Also available as pre-reception area for functions and events.

WIFI and Great Coffee Served all day

Beidh Fáilte Uí Cheallaigh romhat!

Conference & Banqueting

We have four meeting rooms, each catering to varying uses and requirements. The Francis Room is perfect for a classroom style training room for 16 or Dinner for 30. Our **location** near the city, but with **easy access** and **free parking** sets us apart as **one of the best meeting venues in Galway**.

The Walter Macken caters for up to 100 Classroom or 200 Theatre Style while the Emmets Suite can cater for up to 350 delegates. Our Blake Room is always popular for training purposes catering for over 50 in classroom style or 100 Theatre style. We can cater for your event whatever your requirements.

Thinking of holding a business meeting in Galway? Arrange a meeting with our Conference & Events Manager before you go and discover how our experience and highly competitive rates can work for your business.



Conferences & Events

MP

MENLO PARK
HOTEL

★ ★ ★ ★

Phone: (091) 779403
Email: events@menloparkhotel.com

*Conferences Meetings
Christmas Parties Weddings
And all of life's family occasions*



For all your conferencing and event needs



Reasons to choose us

Location
Easy access from all main routes & ample free parking

Adaptable Space
Meeting rooms, breakout spaces & layouts to suit your needs

Theatre 	U-Shape 	Classroom 
Boardroom 	Banquet 	Cabaret 

Amenities
Full wheelchair access, Air-Conditioning, Blackout facilities, Ambient Mood lights, Free Wi-Fi, P.A. System, Ceiling mounted projectors and adaptable screens

Catering Options
Avail of our extensive range of food & beverage facilities

Full Bar Facilities
Our large L-shaped function bar, with a central cask barrel design allows for optimum access for the largest of crowds

Our Events Team
Our highly experienced and professional team will be with you to make sure your event is an outstanding success

Weddings

At the Menlo Park Hotel, we pride ourselves on the high level of service and the attention to detail we offer our Brides and Grooms. We cater for just one Wedding per day and can accommodate from 10 – 300 guests. If you wish to view our facilities or speak with our Wedding Coordinator, please contact reception. Celebrating an anniversary? – Book our anniversary package which includes an upgrade to the Bridal Suite with a Jacuzzi Bath and Four Poster Bed, as well as lots of other delightful extras.



Ask about our 3 themes:
Classic, Vintage and Winter Wonderland





General Guest Information A – Z

Our team have a wealth of local knowledge to offer you, if you do not find the information you are looking for in the following pages, please feel free to contact our reception team by dialling '0' on your phone as they will be more than happy to assist you in any way they can.

Accounts

It is hotel policy to take full payment in cash on arrival or an imprint of a credit card. All accounts must be settled on departure by cash or credit / debit card unless prior arrangements have been made.

Adaptors

A selection of electrical adaptors for mainland Europe and America are available at reception (subject to availability/demand). The Menlo Park Hotel accepts no responsibility for damage caused by using an adaptor of incorrect size.

Afternoon Tea

A selection of herbal infusions, teas and coffees are available to enjoy in our Lobby or Bar Beoga during the afternoon. We also offer a selection of sandwiches and pastries.

ATM

The nearest A.T.M./Cash Machine is located in the Statoil Filling Station across the road. For details of local banks, please see the 'Galway & Surroundings Section' further on in this directory

Baby Sitting

We offer a babysitting service (subject to availability) with fully trained babysitters. Please contact reception should you wish to enquire about rates and/or availability and we will make the necessary arrangements.

Bathrobes

Bathrobes and slippers are available for your comfort during your stay with us - please contact reception by dialling '0'. If you wish to buy one, please contact reception.

Breakfast

Full Irish and Continental breakfast is served every morning in the Bia Beo Restaurant between 7.00 – 10am midweek and 8am – 10.30am Saturday and Sunday. Complementary newspapers are available at reception for your enjoyment. Room service breakfast is also available, simply fill out the card on your door handle and place outside your door before 2am.

Bus Services

There is a city bus stop located just to the right-hand side outside our main hotel entrance. The NO. 407 bus will bring you right into the heart of the city and the same bus will bring you back to the hotel. Our reception team will be happy to provide you with a copy of the bus schedule should you wish.

Business Services

We offer several business services such as complementary Wi-Fi internet access, facsimile, printing, typing and photocopying. If you require any of these services please enquire at reception.

Car Hire

You will find contact information for car hire companies in the following section of this directory.

Car Parking

Our car parking facilities are free of charge for our guests, parking is available at the front, side and rear of the hotel. Please ensure you do not leave any valuables unattended in your car at any time.

Check out time

Check out time is normally midday, however should you wish to retain your room until a later time, our reception staff will make every effort to accommodate your needs. An additional charge may apply.

Children

Children are welcome at the Menlo Park Hotel and we offer them our special children's menu. We have compiled the "Kids Guide to Galway", please ask at reception for your copy.

Comments

You will find a service questionnaire in this pack which we would appreciate you completing and handing in to reception in your departure or, if you prefer please contact the Manager on Duty through reception

Cots

Baby cots are available on request and subject to availability, please contact reception

Currency Exchange

We offer a currency exchange facility for most major currencies, please contact reception for the current exchange rates.

Dentist

For details of the nearest dentist on call, please contact reception.

Doctor

A visit to or by a doctor can be arranged, for details of the nearest doctor on call, please contact reception.

Do Not Disturb

On the back of your door is a Do Not Disturb sign, please hang this outside your door if you do not wish to be disturbed. Please note that if you leave this sign on your door all day, your room may not be serviced. If so, please contact reception for fresh towels and toiletries if required.

Email & Internet Access

We do not provide internet terminals or kiosks, we do however have Wi-Fi (wireless internet connections) throughout the hotel. This is free of charge to all our guests. Contact reception for your own Passwords.

Emergency Fire Procedures

Emergency fire procedures are located on the back of your door; please take a moment to note the nearest fire exit to your room. In the event of an emergency, please contact any member of staff immediately. If you are hearing impaired, please inform us at reception Dial 0.

Express Check-out

An express check-out is available at the front of this information folder for your Convenience, Please fill in the details and hand in to reception before departure.

First Aid

A first aid kit is located at reception.

Florist

Please let us know if you wish to order flowers – from a single rose to a large bouquet we can arrange it!

Forward Reservations

To make any further reservations, please contact reception and we will be delighted to assist.

Gift Vouchers

Gift Vouchers can be purchased at reception in a variety of denominations and for all services throughout the hotel.

Hairdryer

A hair dryer is located inside the vanity drawer of your dressing table.

Hair and Beauty Salons

Galway is home to many hair and beauty salons, however for the best of local knowledge please contact reception! We can also arrange for a hair dresser to call to your room if you wish.

Health & Fitness

The Menlo Park Hotel operates in association with NRG Health and Fitness Club to provide guests with discounted entry to their excellent facilities. NRG Health and Fitness Club is located very close to the Menlo Park Hotel – ask at reception for more details and directions.

Heating

The heating inside your bedroom is controllable via the dial on the radiator with 5 being the warmest and 1 being the coolest. Please Do not Open the window unnecessarily when the Heating is on.

International Calls

International calls can be made from your bedroom phone, please see the phone book in your room for international codes.

Iron & Trouser Press Centre

Many of our rooms are fitted with trouser presses and irons, if you are unsure of how to use them, please let us know at reception.

Key Card Wallet

Please keep your key card wallet with you at all times as you need to show this if you wish to charge drinks, meals or services to your room.

Laundry & Dry Cleaning

If you require laundry or dry-cleaning service we will be happy to assist you. We offer a same day laundry service available for Guests, please fill out the laundry form provided and leave at reception before 9am

Linen/ Toiletries (Additional)

Extra pillows and blankets are stored in your wardrobe. non-allergenic pillows available on request, as are Dental kit, shaving Kit, Mending kit, Ladies vanity Kit, body lotion, bath salts or if you have any further requirements in relation to housekeeping, please contact reception by dialling '0'.

Luggage

For assistance with your luggage, please contact reception, our Porters will be delighted to help.

Mail & Messages

Mail may be collected from the reception desk and outgoing mail may be left for posting.

Phone Chargers

Mobile phone chargers may be borrowed at reception; we generally but not always, have the most common types available.

Safes

Personal safes are available in some of our rooms; valuable items may be stored in the hotel safe.

Security

Here in the Menlo Park Hotel we use a closed-circuit video surveillance system amongst other measures to ensure the safety of our guests, our staff and our property. However, it is important for guests to take precautions with their property and belongings. The Menlo Park Hotel, its management and agents will not be responsible for any harm, loss or damage suffered by guests howsoever caused.

Special Events & Festivals

Galway City and County is home to many festivals and special events, including festivals for diverse categories such as music, arts, film, dance and poetry. For further details please contact reception.

Taxi Service

To book a taxi, please contact reception and we will be delighted to assist you.

Telephone

All rooms have a direct line facility. To obtain a direct line, dial 9 followed by the number you wish to reach. To call another room simply dial the number of the room you wish to reach.

Television

All rooms at the Menlo Park Hotel have digital television with remote control. Take a look at the channel guide in your room to find out what channels are available. This channel guide is available on channel 1 on your television.

Theatres

Galway is home to several theatres. To find out what is on this week, for tickets or to book a pre-theatre dinner please contact reception.

Turndown Service

Turn down service is available on request. If you wish to opt for this service please Dial '0' between 6-9pm and we will be happy to oblige.

Voltage

All power sockets operate at 220/240 volts, transformers are built into the shaver sockets on all rooms.

Wake Up Calls

To book an early morning alarm call, please use the telephone in your bedroom. There is a wake up call button located on the telephone console

Wi-Fi Code

Your code for complimentary use of our Wi-Fi can be found on the back of your Key Card Wallet. Alternatively, just contact reception if you require any assistance in connecting to our network.

Above all else, our aim is to make our hotel your home away from home. If there is anything we can do to assist you, please contact reception.



We are a fully No Smoking Hotel.

We have designated smoking areas on our ground floor.

Please be aware that any violation of this policy will immediately incur a cleaning fee of **€100.00**

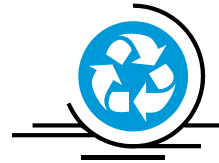
MENLO PARK HOTEL ENVIRONMENTAL POLICY

It is our policy to minimise the harmful effects, and maximise the beneficial effects of our activities, on our environment. We recognise our Hotel has an important role in protecting and enhancing our environment for future generations.

At the Menlo Park Hotel our objective is:

Minimise our total waste output – how?

- Maximise our reusable, recyclable and recoverable waste
- Minimise our energy usage
- Minimise our water consumption
- Minimise any potential pollution
- Minimise the impact of all other Hotel activities on our local environment (e.g. noise, odours, traffic management, building development, etc)



We aim to do this by:

- Having Employee awareness, training, feedback and follow up
- Guest awareness and feedback
- Purchasing Policy and Supplier Relationships
- Sourcing all products and services locally where possible
- Facilities management (ensuring optimum efficiency in all building, plant and machinery)
- Continuously communicating, monitoring, measuring and assessing our performance against our policies, objectives and targets.



We invite our employees and customers to support our environmental behaviour. The Menlo Park Hotel is committed to being socially responsible, applying diligence and common sense towards environmental matters, and playing our part in reducing harmful emissions and conserving resources. At the Menlo Park Hotel, we will ensure our Green policies are reviewed on a regular basis, changed where necessary and abide by current environmental legislation.

The following policies and environmental procedures are in place at the Menlo Park Hotel:

- The hotel follows all best practice recommendations issued by Greening Irish Hotels.
- We maintain 58 hectares of forestry in Tullynamoyle, Co Cavan. This removes many tonnes of carbon dioxide from the atmosphere each year.
- Messages are in all bedrooms en suites encouraging guests to reuse their bath towels. This will reduce the use of chemicals as well as contribute to a reduction in water usage and other utilities.
- All our heating systems are on timers to ensure there is no excessive use of energy when not needed.
- All guest rooms feature key card operated electricity boxes; this ensures that lights, televisions, etc. are not left on accidentally when rooms are unoccupied.
- Whenever possible, the Chef sources food locally.
- The hotel also tries to source local products whenever possible, to minimize its carbon footprint.
- All batteries from the hotel and guest use are collected for recycling.
- The Green Team committee ensures as much recycling is carried out by the hotel as possible.
- All departments have been issued recycling bins to reduce the amount of waste going to landfill.
- Messages are in each bedroom encouraging guests to recycle. There is a recycling bin in each bedroom, and a waste bin in each bathroom giving the guest the opportunity to participate in our Environmental programme.
- All waste is compacted, cardboard is baled up for recycling, and glass is separated into glass bins for collection. All Food waste is collected from the premises by a reputable company.
- Environmentally friendly cleaning products are used in the laundry; this will not only improve the quality of the hotel linen but reduces the temperature that the washing machines clean at, thus reducing the amount of energy being used.
- ***At the Menlo Park Hotel, with your help, we reduced our waste, energy and water consumption by 10% in 2012 to 2016, and we hope to reduce our impact on the environment further for 2017.***



