

## Feedback and Customer Care

### How to reach us:

Should you need to contact us about anything during your stay, please dial '0' for reception, where we will be more than happy to help you.

We value all feedback from our guests - the good and the not so good, so we would ask that you to let us know your thoughts by sending an email to [guestcare@ashlinghotel.ie](mailto:guestcare@ashlinghotel.ie).



**ASHLING HOTEL**  
DUBLIN

## Travel, Tourism and Parking

### Buses serving the City Centre:

The Bus Stop is located on Parkgate Street. Turn right out of the hotel and the Bus Stop is located just 50 metres up on the right. All buses serve the city centre. For your return journey board the 90 or 145 bus to Heuston Rail Station. Please note city buses require exact change. As per government guidelines we recommend you use a face covering when using public transport

### Buses serving Dublin Airport:

A regular 'Airlink 747' bus service operates from Heuston Station to Dublin Airport, and back. Please ask at Reception if you require any information on times and price.

### Car Parking:

The car park closes at midnight. Should you expect to return to the hotel after this time, please advise Reception. Cars are parked at the owner's risk but we do all we can to ensure the utmost security. Residents can avail of the Special Overnight / 24 Hour Residents Rate in the Car Park. Your car park ticket will be validated at Reception before leaving the hotel. Reception can also arrange car hire for you.

### Taxi Service:

Please dial '0' for Reception, where staff will be happy to book your taxi.

### Tourist Information:

Please dial '0' our Reception team are more than happy to provide recommendations based on what you would like to do, check times, prices and book tickets for you.

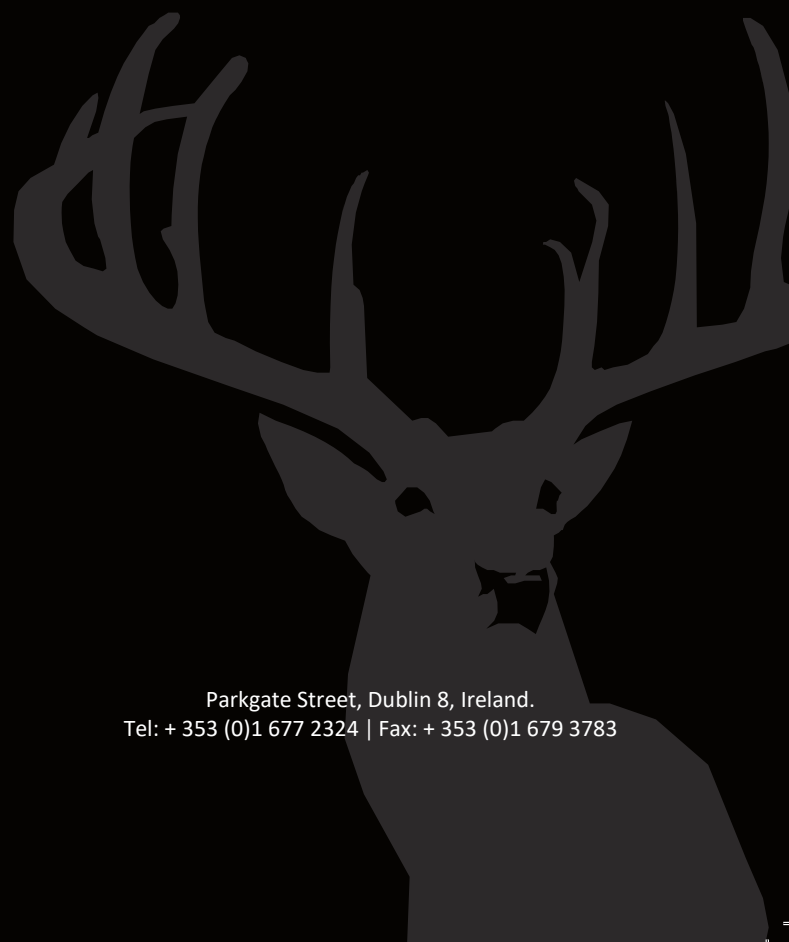
### Tourist Office:

Dublin Tourism, Suffolk Street, Dublin 2.  
Tel: 1850230330 Website: [www.visitdublin.com](http://www.visitdublin.com)

### Tram Service:

The 'Luas' red line tram service passes by the hotel, bringing you to the city centre in just 5 minutes.  
Trams operate Monday-Friday 0530hrs -0030hrs, Saturday 0630hrs-0030hrs and Sunday and Public Holidays 0700hrs-2330hrs.  
Trams run every 5-10 minutes at peak times. The nearest stop to the hotel is 'Heuston' located at Heuston Rail Station. Tickets can be purchased from ticket machines at any stop, and these give change. Please contact reception for further information.

## Guest Information Directory



Parkgate Street, Dublin 8, Ireland.  
Tel: + 353 (0)1 677 2324 | Fax: + 353 (0)1 679 3783

## Bedroom Services

<b>Adaptors:</b>	Adaptors are available in the vending machines, located on the ground and lower ground floors.
<b>Arrival/ Departure:</b>	Check-in is from 3pm, and check-out is before 12 noon.
<b>Cot:</b>	Cots are available upon request from reception.
<b>Do Not Disturb:</b>	For whatever reason you do not want to be disturbed, please put your Do Not Disturb sign on your door.
<b>Hairdryer:</b>	A hairdryer is available in the top drawer of the vanity desk.
<b>Ironing:</b>	An iron and ironing board are located in the wardrobe.
<b>Key Cards:</b>	All cards have been disinfected prior to your arrival. Please do not leave your room card in the door at any time, and please ensure that your room door is always closed.
<b>Tea/Coffee Facilities:</b>	Complimentary Tea and Coffee making facilities are available in your room, with biscuits.
<b>Toiletries:</b>	A range of optional toiletries are provided in your room. More can be purchased from the vending machines located on the ground and lower ground floors.
<b>Towels and Blankets:</b>	Extra towels, face cloths, pillows and blankets are available on request from Reception.
<b>Water:</b>	Complimentary bottled spring water from Co. Clare is available in your room.

## Food and Beverage Service

<b>Breakfast:</b>	A full serviced breakfast and continental breakfast is available in Chesterfields Restaurant. We ask you to follow the one-way system in place. If you would like breakfast in your room, please contact Reception the night before.
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Chesterfields Restaurant opening hours:

<b>Chesterfields Restaurant:</b>	Breakfast: 6.30am – 11.00am Daily Carvery Lunch: 12:30pm – 2:30pm Daily Dinner: 4:00pm – 9.00pm Daily
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Please dial '0' to make a reservation for dinner.

Guests, residents and non-residents in line with government regulation are permitted to have alcoholic beverages once they are having a substantial meal worth more than €9.00.

<b>Room Service:</b>	Menu on display in bedroom, with 24 Hour options. Please dial '109' to place your order.
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Must be charged to your bedroom.

A contactless delivery will be made.

## Hotel and Miscellaneous Services

<b>Room Servicing:</b>	Your room has been cleaned and disinfected prior to your arrival. No staff member is permitted to enter your room once you have checked in, this includes the servicing of your room. For further information dial '0' for Reception.
<b>Lift Etiquette:</b>	Do not share the lift with any persons not in your Room.
<b>One Way System:</b>	Please follow the arrows on the floor while in the public areas.
<b>Sanitising Stations:</b>	Available throughout the hotel
<b>Free WiFi:</b>	Available in your bedroom and throughout the hotel. Password in Ashling321
<b>Defibrillator:</b>	The hotel has a defibrillator located at Reception.
<b>Doctor:</b>	Should you require the services of a doctor, please dial '0' for Reception who will arrange one for you. Please do not leave your room.
<b>Fire Safety:</b>	The hotel has an automatic fire detection system with smoke detectors and alarms. Please familiarise yourself with the notice on the back of your room door. The assembly point is opposite the Millennium Bar on Parkgate Street.
<b>Smoker's Corner:</b>	This is located in the carpark, please ask reception for directions
<b>Safe Deposit Box:</b>	Available in your bedroom. Cash and valuables should be stored in the safe.

## Telephone Information

<b>Access Codes:</b>	Dial '9' first for an outside line followed the international access code '00', followed by your country access code, area code and local number. Remember to drop the first number of your area code.
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**Example: Your number is 01234 56789 and you are calling Australia. Dial: 00 61 1234 56789**

<b>Emergency:</b>	In case of an emergency, dial '0' for Reception
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