

Welcome

We are delighted to be your hotel of choice in Cork!
Guest on arrival | Friend on departure

Dear Guest,

I would like to take this opportunity to welcome you to the Cork International Hotel. We are delighted you have chosen to stay with us and we aim to exceed your expectations while you are our guest.

We want you to enjoy the highest level of service, comfort and hospitality during your stay, and with this in mind we have compiled a guest directory of services and facilities available to you as well as useful information you may require during your visit

Our team is here to look after your every need so if I, or any of our team, can assist you in anyway, please do not hesitate to contact us.

I hope you thoroughly enjoy your stay with us and I look forward to welcoming you back in the not too distant future.

Kind regards,

Eoghan Murphy

General Manager



CORK INTERNATIONAL HOTEL

PROUDLY CURATED BY TRIGON HOTELS

FIRE PRECAUTIONS

In case of an emergency the alarm will ring continuously. Please make your way to the nearest fire escape, the location of which can be found on the inside of your bedroom door, and exit the building.

Do not return until given permission to do so by a member of staff.

For your additional safety, please read the fire precaution notice in your bedroom and familiarise yourself with the fire alarm locations and exit routes. In the event of a fire, please remember not to use the lift and to close all doors behind you.

For your safety the fire alarm bells are tested weekly (unless otherwise notified) in co-operation with the municipal authorities.

Hotel Information

ADDRESS & CONTACT DETAILS

- Cork International Hotel
Gate 2, Cork Airport Business Park
Cork Airport, Co Cork, Ireland
- Tel.: +353 21 454 9800
- Fax: +353 21 454 9999
- Email: info@corkinternationalhotel.com
- Website: www.corkinternationalhotel.com

ADAPTOR

In your room the electric current is 220 V. European or American plugs are available to purchase in our shop at reception.

AED (Automatic External Defibrillator)

A unit is at reception. We have qualified First Aiders who are trained in the use of this equipment.

AFTERNOON TEA

Our delectable afternoon tea is served daily from 12.45pm-4pm. Please reserve the day before.

AIR CONDITIONING

The unit is located on the wall nearest the bathroom. This unit can provide both heating and cool air. For full instructions please see the full page within this document.

ATM

Our onsite ATM is located in the lobby on the ground floor between the North elevator and the Public Rest Rooms

BLANKETS

Are available from reception on request.



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BREAKFAST

Served daily in our Atlantic Restaurant from 7am to 10.30am.

Our Full Hot Buffet and Continental offering can be added to your room rate at the Front Desk.

- Continental €10.50
- Full Irish €16.00

Coffee /Tea & Pastries are available in reception from 04.00am to 07.00am for Stay, Park, Fly guests.

Room Service Breakfast Card is hanging at the entrance to your room. Should you wish to avail of this please place the card on the outside of your door before 02:00 am

This will incur a tray charge of €5.00

BUSINESS SERVICES

Are provided through our Reception which is located on the ground floor. For your convenience there is a guest computer and printer located on the 1st Floor beside the playroom.

CHECK-IN/CHECK-OUT

Check-in is from 3pm on day of arrival.

Check-out is before 12noon. On day of departure, you may stay in your room until noon. Should you require an extension, please contact reception for a late checkout request. Express checkout services are available through the TV in your room.

CHILDREN'S PLAYROOM

Our playroom is located on the 1st Floor with a selection of toys and air hockey table. Please remember that children must be supervised at all times by an adult, for your convenience there is a service phone just outside and comfortable chairs if you would like to order anything to eat or drink while your children play

CINEMA ROOM

Our cinema room is available for private rent for adults and families for a movie night with a host of movies to choose from. You may reserve a time at reception. Munch boxes are also available to buy at reception to enjoy with your movie.

DINNER

The New Yorker Bar serves a full a la carte menu from 5pm-9pm, as well as an early bird option from 5pm-6.45pm. Last dinner orders are taken at 9.30pm.

EMERGENCY

In case of an emergency or a fire, guests will be warned by the ringing of the general alarm bell. A plan indicating the nearest exit to your room is detailed on the back of your room door. For your safety the fire alarm bells are tested weekly (unless otherwise notified) in co-operation with the municipal authorities.

EXTRA HANGERS

Are available please dial "0".

FAMILY CONCIERGE

Our family concierge team are on hand to help you make the most of your visit to Cork with children. Visit reception to meet a member of our team and plan your schedule.

FLOWERS

We can order any type of floral arrangement should you wish to celebrate a special occasion. At least 4 hours' notice should be given during working hours to arrange your order.

GOLF

Our reception team will be delighted to assist you with information or tee time bookings for one of the many local golf courses.



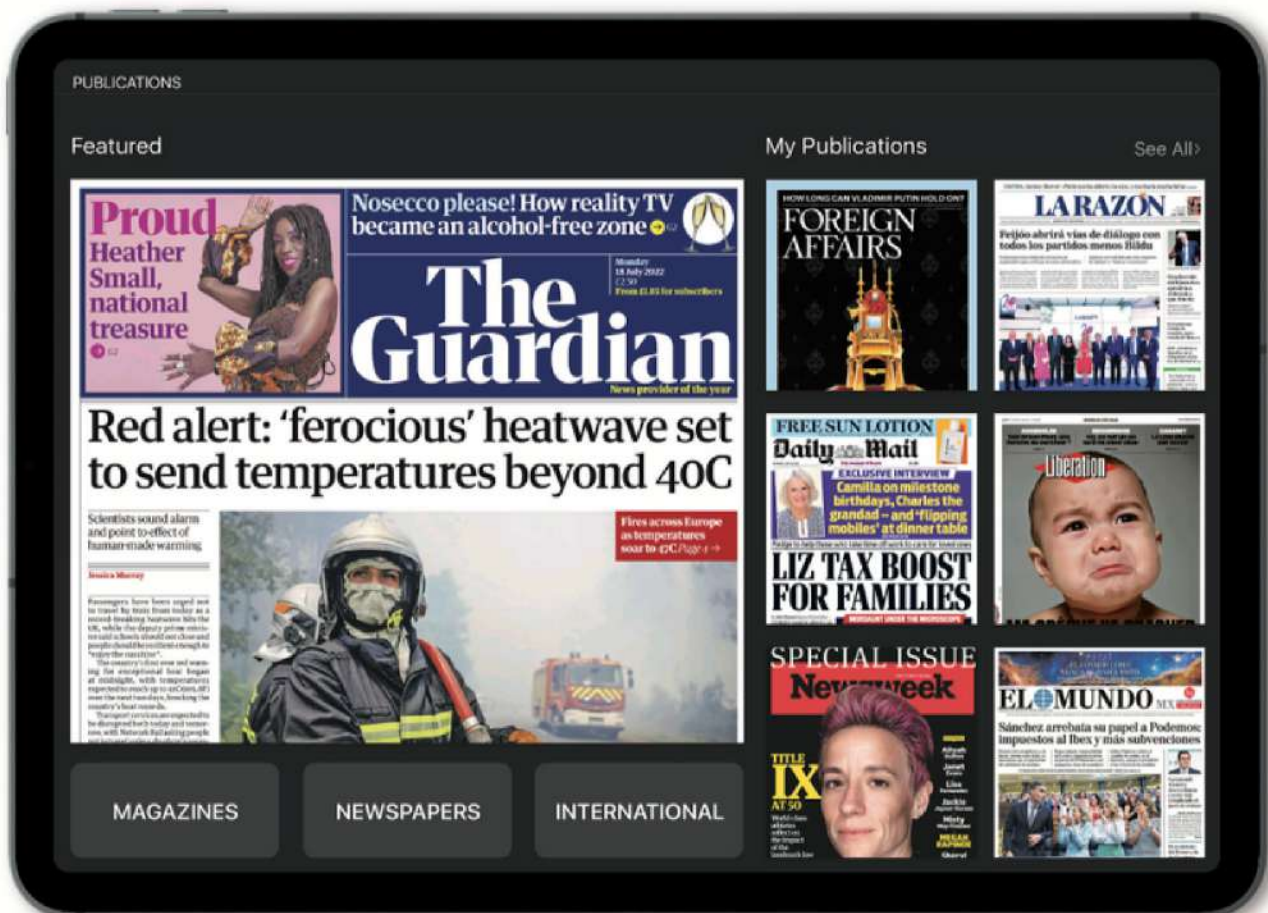
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One app.

Connect to the WiFi and launch the PressReader app or visit pressreader.com



GYM

Our Fitness room is located on the 1st Floor beside room 116. The room includes treadmill, cross trainer, bicycle, free weights. Your bedroom key will give you access to this room also.

HAIRDRESSER

Is located on the 1st Floor in room 136. Appointments are available Tuesday through Saturday. From your room please dial "8136".

HAIR DRYER

Is available in your room. It is located in the drawer under the luggage rack or wardrobe in your bedroom. Should you require further assistance please contact reception on "0".

ICE

Room service will be happy to supply ice to your bedroom please dial "0" for assistance.

INTERNET

You will find our wifi listed as: 'Cork International Hotel WiFi'. No password is required. All bedrooms provide complimentary WiFi as well as Ethernet Internet connection. there is also a PC available on our First Floor Lounge area near the entrance to the playroom which is free to use at your convenience. For further assistance please contact our reception team on "0".

IRON & IRONING BOARD

Both are located in the wardrobe in your room.

LAUNDRY

Bags and lists are provided in your room and given to reception before 9am to guarantee same day service. Services are available Mon to Fri except bank holidays. Please complete and

sign the list and place it in the laundry bag with an itemised list of items. In case of discrepancies you will be notified at once. The hotel cannot be held responsible for shrinkage, fastness of colour, damage resulting from the laundry process or for any items unclaimed after one month from date of receipt. Any claim concerning the finished articles must be reported and accompanied by the list within 24 hours. Liability for loss or damage will not exceed 3 times the cost of laundering the item in question.

LOST & FOUND

In the event of belongings being lost or mislaid please contact reception without delay. The hotel does not accept any responsibility for valuables left in your room. We keep the lost and found items of maximum of 60 days as per common law. Items will be then given to charity.

LUGGAGE

Collection and storage is available at reception. We also provide weighing scales for your convenience.

LUNCH

Served from 12 noon, our New Yorker Bar has a full a la cart menu Monday-Friday.

On Sundays, why not join us in the Atlantic Restaurant for our set 2 and 3 course Sunday Lunch (pre-booking essential).

MAIL & POSTAL SERVICE

Please leave your mail with the team at reception. Stamps can be purchased at the Front Desk.

MOVIES

You can attach your own electronic devices such as Chromecast, Roku, Amazon Fire or Now TV etc. to access your online Netflix, CatchUp TV or similar account. We also have Chromecast units



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available to borrow at reception (Deposit will be required).

MUSIC

There is a number of music genres integrated in your television system.

NEWSPAPERS

Are available via our complimentary Pressreader App on Windows, Android or Apple equipment to read online or download for later.

PARKING

The hotel car park is located on the ground floor around the hotel. Car Parking is free of charge for all resident guests and car parking tickets must be displayed to avoid clamping and a fee of €90. Should you be flying from Cork Airport and wish to add parking to your package for the duration of your trip abroad please speak with reception to check availability.

PHARMACY

Phelan's Late Night Pharmacy in the Kinsale Road is the nearest Pharmacy. Please be advised that our team is not allowed to give out any medication or headache tablets.

PILLOWS

Extra pillows are available by dialling "0".

RECEPTION DESK

is located on ground floor. Reception is open 24 hours a day and can be contacted at any time by dialling "0".

ROOM SERVICE

The 24 hour room service menu is located on your desktop. Dial "0" to place your order. Please note a €5 tray charge is applicable on all deliveries to your room.

SAFE

Is located in your wardrobe. Full instructions are located within the safe. The hotel does not take responsibility for money or valuables left in your room.

SMOKING ROOMS

All floors have non-smoking rooms. In accordance with the Irish Smoking Legislation you are kindly requested to refrain from smoking in Non Smoking Rooms at all times. A failure to comply will be regarded as an offence in Irish Law and may result in legal prosecution and €3000 fine. An extra charge of €100 will be charged for the cleaning of the room in this event. We do have a small selection of smoking room available on request. There are two designated smoking areas on the ground floor. The first is located outside our New Yorker Bar and the second is located by reception, this is heated and covered.

SHOP

For your convenience we have a small shop located at reception. This offers a range of snacks, beverages, toiletries, gifts and much more. For the working person we offer a range of adaptor and charges. Also please feel free to peruse the selection of beauty products and handmade greeting cards available.

SHUTTLE BUS

The shuttle operates from 04:00 every morning and runs every 30 minutes on request-only basis. Please present yourself at reception at least 5 minutes prior to the above times in order to guarantee its departure.

On your return to the airport there is a courtesy phone located at the main airport information desk. The bus runs on a request basis only every 30 minutes so you must call to inform us you are there.



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STAIRCASE

There is a staircase located in the North Wing of the hotel.

TAXI

The hotel's preferred company is Satellite Taxi's. Should you wish to book please contact reception by dialling "0". Should you wish pay with credit card in the taxi please advise when booking.

TEEPEE & COOKIES

These in room treats are suitable for little ones and are available to order by contacting reception. Please dial "0".

TELEPHONE

To access an outside line please dial "9" before dialling the full number. Example: "9 021 454 9800" or "9 00353 21 454 9800"

TOILETRIES

For your convenience you will find Paul Costello shampoo, conditioner, shower gel, soap and a shower cap in the bathroom. Further toiletries and hygiene products are available for sale in our Shop at Reception including a premium range from The Handmade Soap Company.

TOURIST INFORMATION

Should you wish to gain further information on the surrounding area and available tours please visit reception. We have full brochure stand which outlines tours and activities in the Cork Region

TOWELS

We would be happy to provide you with more towels in your room, please contact reception by dialling "0"

TURNDOWN

This service is available on request by dialling "0"

UMBRELLA

Umbrellas are available at reception.

WAKE-UP CALL

Should you wish to arrange a early morning call please contact reception by dialling "0"

YOGA LIBRARY

Guests may borrow a yoga mat from our Yoga library and receive a complimentary 20 minute virtual class with Mary Kelly Yoga. Please contact reception.



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TV Guide

Whether you have had a long day discovering Ireland's largest county, just arrived from a long flight or just feel it is time for relaxing, The Cork International Hotel offers you a large variety of HD & SD national and international TV channels to choose from.

All our latest model, low energy LED TV's have AV access ports for HDMI, VGA and Scart connections.

LOCAL TV

RTE1, RTE2, RTE Junior, 3

BRITISH TV

BBC: 1, 2, CBBC ITV: 1, 2, 3, 4, Four, 4+1, E4, E4+1, More 4, More 4+1, Film 4, Film 4+1, 5, 5USA, True Entertainment, True Drama, True Movies 1 & 2, Pick TV, Pick TV+1,

CHILDREN'S TV

CBBC, RTE Junior

NEWS

SKY News, BBC News, Bloomberg, Euro News, RTE News Now, France 24 (English) CNBC Europe, Russia Today

OTHER LANGUAGE CHANNELS

CCTV Documentary, CCTV F, CCTV News, Super RTL (Deutsch), Kabeleins, Pro Sieben, RTL, RTL2, SAT 1, France 24 (Francais) TV5 Monde.

(Some channels may change depending on availability)

For TV Guide listings you can download "TV Listings – Ireland" app free from either Google Play or Apple App Store



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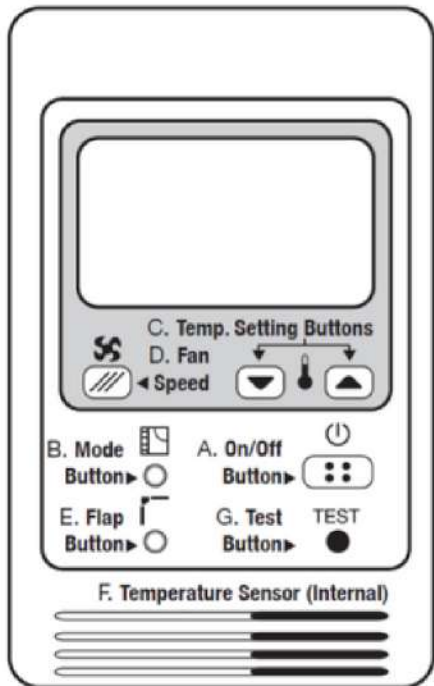
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Air Conditioning Controls

To obtain maximum heat select Heat Mode – 27° & auto fan speed








To obtain maximum cooling select Dry Mode - 19° & max fan speed

Please note that all AC features are centrally supplied to is may take a little time to achieve you desired temperature in your room.



The diagram shows a control panel with a large display screen at the top. Below the screen are several buttons and controls:

- A. On/Off Operation Button:** A power button icon.
- B. Mode Button:** A button with a square icon containing a circle.
- C. Temp. Setting Buttons:** Two buttons with up and down arrow icons.
- D. Fan Speed:** A button with a fan icon and a left arrow.
- E. Flap Button:** A button with a flap icon.
- F. Temperature Sensor (Internal):** A sensor icon.
- G. Test Button:** A button with the word "TEST" and a dot icon.

A	On/Off Operation Button: This button turns the Air Conditioner on and off.
B	Mode Button: Use to select one of the 5 operating modes Auto:  Used to automatically set heating or cooling operation. Only for single heat pump type. (Temp: 17-27° C) Heat:  Used for normal heating operation. Only for heat pump type. (Temp: 16-26° C) Dry:  Used for dehumidifying without changing room temperature. (Temp: 18-30° C) Cool:  Used for normal cooling operation. (Temp: 18-30° C) Fan:  Used to run the fan only, without heating or cooling operation.
C	Temperature Setting Buttons:  Increases temperature setting.  Decreases temperature setting.

FAHRENHEIT/CELSIUS CONVERSION TABLE

°C	°F
-20	-4
-15	5
-10	14
-5	23
0	32
4	41
10	50
15	59
20	68
25	77
30	86
35	95
40	104



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Sustainability

Here at Cork International Hotel, we are passionate about our commitment to ensuring our operations become more sustainable. As we strive to become an environmentally conscious hotel, we have worked on several initiatives and policies to meet our responsibilities that will reduce our footprint on the planet.

As we explore and improve our operational systems, our goal is to balance our environmental impact while also enhancing our guest experience and overall improve our business performance.

WHAT WE DO

- We have created a roof garden to harvest rainwater and grow our own produce to use in-house in our restaurant.
- We have abolished mini toiletries from bedrooms and introduced Paul Costello refillable bottles, reducing our carbon footprint and reducing landfill costs of €10,760 per year.
- Our hotel has converted all our bulbs to 97% LED.
- Introducing paper straws into our Food and Beverage departments.
- Our kitchen team has developed relationships with local suppliers and we are actively sourcing more local ingredients as well as using our rooftop garden produce.
- As part of Trigon Hotel Group, we have worked with our charity partner for the year, Cope Foundation & Ability @ Work to develop a Sensory Garden. This has allowed our team members to take part in gardening and use produce from this garden in our kitchens.
- We are committed to educating and training our team members about the environment.
- Our 'Green Team' are our sustainability ambassadors and they communicate and develop our plan internally to ensure our entire team help us to achieve our overall sustainability goals.

HOW YOU CAN HELP

- Please be mindful of your settings on the AC.
- Please use the bins appropriately so that we can recycle effectively.
- Please be mindful of our towel and linen re-usage policies.



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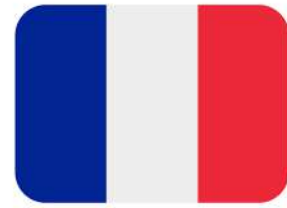
LANGUAGES SPOKE BY OUR TEAM INCLUDE:



IRISH



ENGLISH



FRENCH



POLISH



LATVIAN



RUSSIAN



AFRIKAANS



TURKISH



SPANISH



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GETTING AROUND

EXPRESS CHECK OUT

On your TV, you can 'check out' by viewing your bill on screen. Drop your keys at the front desk and we will email you the invoice

SHUTTLE SERVICE

Our shuttle is available on request at the hour and half hour, please talk to the front desk to arrange your time

BUS SERVICE

Bus Eireann has a bus service to the city every 30 minutes, which will bring you to Parnell Place (Cork City Bus Station) and Kent Station (Irish Rail Services). There is also a bus to Kinsale. Timetables are available at the front desk

CORK AIRPORT

A short walk across the 'Holiday Blue' car park, accessible from the 1st floor back exit, will lead directly to the terminal

TAXI SERVICE

Taxis can be booked with our reception team for your required time, it take 15 mins approximately to get to the City Centre

People you didn't know were from Cork



RORY GALLAGHER

Though born in Donegal in 1948, the revered musician grew up in Cork after moving here at eight years old. It is said he bought his first Fender Stratocaster guitar in Merchant's Quay Shopping Centre.



CILLIAN MURPHY

Best known for films like Inception, The Batman Trilogy and the tv show Peaky Blinders. This Corkonian was born and bred in Douglas, Cork.



GRAHAM NORTON

Funny man and host of the hit BBC talk show- 'The Graham Norton Show' is from the West Cork town of Bandon.



ANNIE MOORE

Famous for having been the first immigrant admitted into the US through the newly opened Ellis Island, you can see a commemorative statue in Cobh.



JACK GLEESON

Famed for his role as Joffrey Baratheon in Game of Thrones, Jack was born right here in Cork.



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