

Hillgrove

- Hotel & Spa -

Guest Information



Dear Guest,

It is our pleasure to welcome you to Hillgrove Hotel & Spa, we hope you had an enjoyable journey and that you are settling in comfortably with us.

During your stay you have complimentary access to our Swimming Pool & Leisure Club. Lir Spa is also available if you would like to book a relaxing treatment during your stay. Please telephone our Spa on **047 72929** to make a booking or please dial 1059 to reserve a Swimming Pool time slot. You may also avail of a complimentary library of over 7,000 newspapers and magazines, to enjoy during your stay. Simply connect to our WiFi. Search Press Reader in the App Store and download to your mobile or tablet, or visit www.pressreader.com from your laptop.

We hope you have a brilliant time with us. If we can do anything to make your stay more comfortable and enjoyable, please do not hesitate to dial 0 on your room phone to contact reception.

Yours faithfully,

Hillgrove Hotel & Spa Team

HOTEL TELEPHONE DIRECTORY

| | |
|----------------------|------------------|
| Reception | <i>Dial 0</i> |
| Reservations | <i>Dial 1003</i> |
| Room Service | <i>Dial 1021</i> |
| Accommodation | <i>Dial 1024</i> |
| PK's Bar & Bistro | <i>Dial 1021</i> |
| Vettriano Restaurant | <i>Dial 1033</i> |
| Lir Spa | <i>Dial 1060</i> |
| Leisure Club | <i>Dial 1059</i> |
| Hair at Hillgrove | <i>Dial 1070</i> |
| Meeting & Events | <i>Dial 1062</i> |

ACCIDENTS

In the event of an accident contact reception immediately, please dial 0.

AFTERNOON TEA SERVED DAILY

Advanced booking recommend, Dial 0 for further information

BREAKFAST

Served in Vettriano Restaurant

Monday to Friday 7.00am – 10.00am

Saturday & Sunday 8.00am – 10.30am

CHECK OUT

Is at 12 Noon, Late Check Out can be arranged subject to availability at a fee of €20. Please contact reception for further information, dial 0.

CHIROPODIST & CHIROPRACTOR

Both are located close to the hotel and contactable by Reception, please dial 0.

DOCTOR & DENTIST

The Doctor and dentist are on 24 hour call and can be contacted by Reception, please dial 0.

EMERGENCY CONTACTS

Direct line for emergency service is '999'.

FIRE ALARM

A continuous sound alarm will indicate the necessity to evacuate the premises, please proceed to the fire Assembly Point through the nearest fire exit. **DO NOT USE THE LIFTS.**

FIRE EXIT

Please familiarise yourself with the floor plan routes which are located at the back of the door of your room, which clearly outline all emergency escapes routes from your bedroom.

FIRST AID

A First Aid Kit is available from Reception. Please Dial 0 for assistance.

HAIR AT HILLGROVE

Please dial 1070 to make an appointment in our Hair salon.

HOUSEKEEPING

By dialling reception on '0' we can contact housekeeping for you.

INTERNAL CALLS

Room to Room Calls Dial '1' followed by the room number.

IRONING

An Iron and ironing board are located in your wardrobe. If not please ring Reception and they will contact housekeeping for you.

KEY CARD

If you misplace your Key Card, please contact Reception.

LEISURE CLUB

Our Leisure Club caters to all needs, ages, styles and abilities. Our dedicated fitness team including personal trainers, are on hand to give advice if needed and the Gym is situated on the ground floor.

Opening Hours

| | |
|--------------------|------------------|
| Monday & Wednesday | 7.00am – 10.00pm |
| Tuesday & Thursday | 6.30am – 10pm |
| Friday | 7.00am – 8.00pm |
| Saturday | 9.00am – 7.00pm |
| Sunday | 9.00am – 6.00pm |
| Bank Holidays | 9.00am – 6.00pm |

Children's Hours

| | |
|-------------------|-----------------|
| Monday – Thursday | 7.00am – 7.00pm |
| Friday | 7.00am – 8.00pm |
| Saturday | 9.00am – 7.00pm |
| Sunday | 9.00am – 6.00pm |

Last Swim 45 Minutes before closing

LIR SPA:

The Hillgrove Hotel's luxurious Lir Spa is the ultimate haven in sheer relaxation and an ideal place to spend time unwinding.

Open Daily from 10.30am – 6.00pm | Friday from 10.30am – 8.00pm

Please dial 1060 to make your appointment.

LOST PROPERTY

Please dial 0 on your room phone to contact reception for any lost item.

MAIL & MESSAGES

Outgoing mail can be left at Reception Daily. Incoming mail will be left at Reception and can be collected at any point throughout the day.

MAINTENANCE

Please dial 0 on your room phone to contact reception for assistance.

MANAGER ON DUTY

If you wish to speak with the manager in Duty during your stay at the hotel you are kindly requested to contact reception by dialling 0.

MAPS

Maps of the surrounding area and places to visit are available at HillgroveHotel.com

NEWSPAPERS:

The Irish Independent is available at Reception.

PARKING:

The Hotel offers complimentary car parking facilities.

PETS:

Pets are not permitted to stay in the hotel with the exception of Guide Dogs.

PHARMACY:

Boot's Pharmacy in Monaghan Town can help you with any pharmacy requirements

Telephone: 047 41635

PUBLIC TRANSPORT:

Public transport is available in Monaghan. Please contact Reception and they will happy to assist you with timetables.

RESERVATIONS:

If you wish to make a reservation for the future please contact Reception and they will be delighted to help.

ROOM SERVICE

To order room service, please dial 1021 or dial 0.

TELEPHONE CALLS

Diall 9 before your preferred number. Please note the following tariff charges will apply:

| | |
|---------------------|--------------------------|
| Ireland | <i>€0.65 per minute</i> |
| Mobile (Eire) | <i>€1.30 per minute</i> |
| U.K | <i>€1.95 per minute</i> |
| E.U | <i>€1.95 per minute</i> |
| U.S.A/ Canada | <i>€3.15 per minute</i> |
| Other International | <i>€3.66 per minute</i> |
| Info (11811) | <i>€1.50 per minute</i> |
| 1850 | <i>€0.60 per minute</i> |
| 1890 | <i>€0.60 per minute</i> |
| 1800 | <i>€2.00 per contact</i> |

TAXIS

Please Dial 0 for Reception to reserve a taxi. It is advisable to book early morning taxis the previous night.

TELEVISION

There is a wide choice of Channels. Please see the menu on your television for further information.

TELEVISION CHANNELS

Please refer to the menu on the television screen for more information.

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| | | | |
|-----------------|------------------------|--------------------------|------------------------|
| 1. BBC1 | 23. Create & Craft | 45. Film 4 + 1 | 101. BBC One NI HD |
| 2. BBC2 | 24. ITV4 | 46. Challenge | 102. BBC TWO NI HD. |
| 3. UTV | 25. Yesterday | 47. 4seven | 103. UTV HD |
| 4. Channel 4 | 26. ITVBe | 49. TJC | 104. Channel 4HD |
| 5. Channel 5 | 27. ITV2 + 1 | 51. TG4 | 105. Channel 5HD |
| 6. ITV2 | 28. E4+1 | 52. RTE One | 201. CBBC |
| 7. RTE 1 | 29. 4Music | 53. RTE2 | 202. CBeebies |
| 8. RTE 2 | 30. 5Star | 54. Paramount Network | 203. CITV |
| 9. BBC 4 | 31. 5Spike | 55. 5Select | 204. CBBC HD |
| 10. ITV3 | 32. Sony Movie Channel | 56. 5USA + 1 | 206. POP |
| 11. Pick | 33. UTV+1 | 57. Paramount Network | 231. BBC News |
| 12. Quest | 34. ITV3+1 | 63. Blaze | 232. BBC Parliament |
| 13. E4 | 35. QVC Beauty | 65. TBN UK | 233. Sky News |
| 14. TG4 | 36. QVC Style | 66. CBS Reality | 234. RT |
| 15. Channel 4+1 | 37. DMAX | 70. Horror Channel | 235. Al Jazeera Eng HD |
| 16. QVC | 38. Quest Red | 71. CBS Drama | 711. HITS Radio |
| 17. Really | 39. CBS Justice | 72. Your TV | 724. Capital music |
| 18. More 4 | 40. movies4men | 73. Sewing Quarter | |
| 19. Dave | 41. Food Network | 76. Quest+1 | |
| 20. Drama | 42. Home | 79. Daveja vu | |
| 21. 5 USA | 43. Gems TV | 81. Talking pictures TV. | |
| 22. Ideal World | 44. Channel 5 + 1 | 89. Together TV | |

TOURIST INFORMATION:

Please contact the Market House who will be delighted to assist you **047-38162**

Visit: www.monaghantourism.com

Telephone: 047 **81122**

UMBRELLAS:

Please contact Reception.


WAKEUP CALLS:

Please contact Reception to arrange your early morning call.

WI-FI

Please follow the steps below:

1. Switch on your Wi-Fi to the device you are using
2. Search for the HillgroveFreeWifi
3. Press the connect button on your device
4. There is no password for the Wi-Fi, it will connect automatically

A photograph of three children running away from the camera through a field of tall, golden-brown grass. The child on the left is a girl with blonde hair wearing a floral dress. The child in the middle is a boy in a white shirt. The child on the right is a boy in a dark shirt. The background shows a line of trees under a bright sky. The text "Enjoy Your Stay" is overlaid in white serif font across the middle of the image.

Enjoy Your Stay



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